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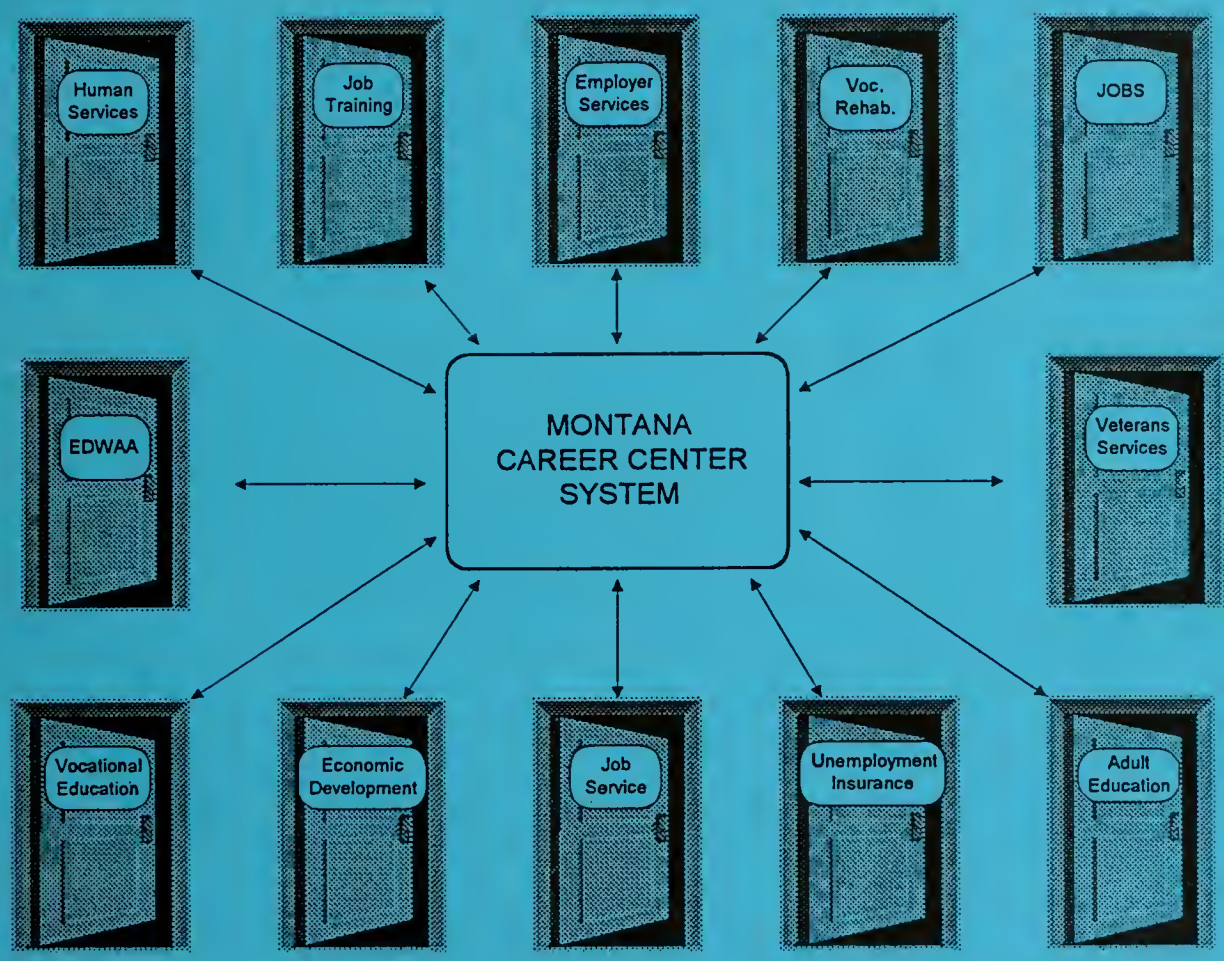
WORKFORCE DEVELOPMENT

CAREER CENTER SYSTEM STATEWIDE PLAN



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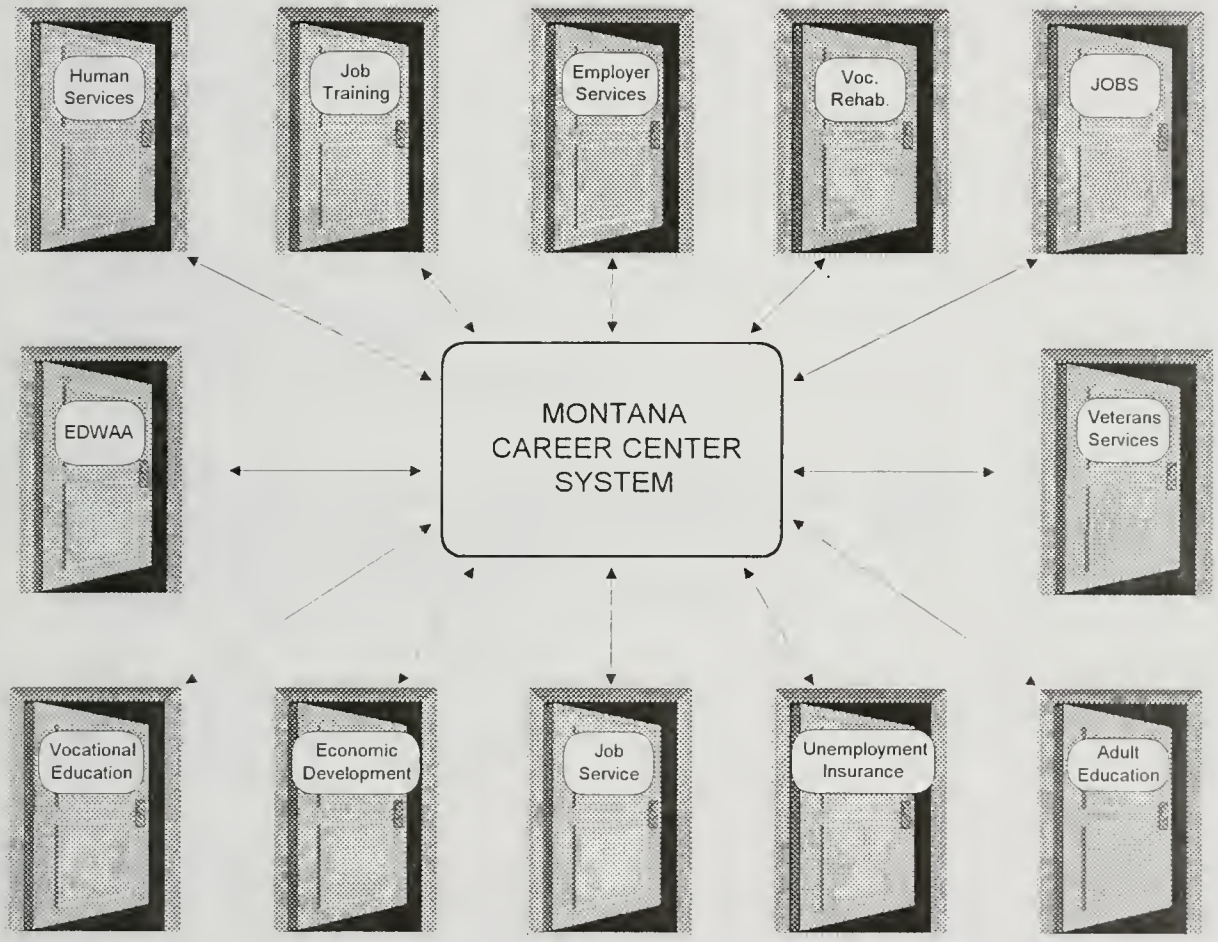
WORKFORCE DEVELOPMENT

CAREER CENTER SYSTEM STATEWIDE PLAN



March 1, 1996

Montana Department of Labor and Industry

TABLE OF CONTENTS

SECTION PAGE

I. INTRODUCTION 1

II. AUTHORITY / RESPONSIBILITY 2

III. STATUS 2

IV. PLANNING PROCESS 3
a) Basic Assumptions 3
b) Common Concerns 4
c) State Map 5

V. MISSION AND GOALS 6
a) Mission Statement 6
b) Universality Goals 6
c) Customer Choice Goals 6
d) Integration Goals 6
e) Outcome-based Evaluations 6

VI. UNIVERSALITY 7
a) Customers Seeking Employment and/or Services 7
b) Customers Seeking Business Development and/or Potential Employees 8
c) Customers Seeking Entry into Services 8

VII. CUSTOMER CHOICE 9
a) Definition of Customer 9
b) Methods 9

VIII. INTEGRATION 10
a) Participating programs 11
b) Single Point of Entry 11

IX. PERFORMANCE DRIVEN / OUTCOMES BASED 12
a) Customer Evaluations 12
b) Partnerships 12

X. OBSTACLES AND BARRIERS 13
a) Federal Government Barriers 13
b) State Government Barriers 13
c) Local Policy or Procedures Barriers 13

XI. MONTANA WORKFORCE PREPARATION COORDINATING COUNCIL . . . 14

I. INTRODUCTION

In Montana, the need for a coordinated, integrated, cost-effective workforce development system has never been more clear. Major shifts are occurring in the state's economy and the quality and capabilities of Montana's workforce will be an important factor in determining its economic future. Historically, Montana's natural resource based economy has afforded many years of secure and traditional employment. However, with the increase of environmental concerns, those employment traditions are painfully shattering, forcing Montana to address its traditions, its economy, and the well-being of its citizenry. The development of a Montana workforce which fits employment in growth industries is a top economic priority.

Governor Marc Racicot set the State's vision for workforce development when he said,

> I have a dream that someday no Montanan will be forced to leave this state for lack of economic opportunity, as 17 percent of our population did from 1985 to 1990. I have a dream that someday our median income will not be in the bottom ten states. I have a dream that someday there will be no Montana counties where nearly one out of every five would-be workers are unemployed. And I have a dream that someday virtually all Montanans will have the job skills necessary to compete in the most highly competitive job marketplace in our history.
>
> Someday we will all see that we're going to need much more dynamic job growth in our state. That growth is never going to come from the large employers of yesteryear. Jobs are going to come from encouraging the small and medium-sized employers we already have and by attracting new ones. Right now, 70% of all jobs in Montana are provided by employers with fewer than 100 workers. I dream that we will have an integrated education and training system which is easily accessible to all clients and provides clear choices for where to get the training which fits both employer and employee needs.

The people of Montana are best served by a workforce education, training, labor market system and information system that is equitable and accessible to all. While serving the population at large, this system must recognize the special needs of populations such as disadvantaged, dislocated, disabled and veteran. The system should also provide guidance, support, training and information to service providers so that they have the tools to successfully meet client needs. All customers will need a system commited to lifelong learning and continuing expansion of skills and abilities.

II. AUTHORITY / RESPONSIBILITY

The former Job Training Coordinating Council wanted to provide service delivery which is more responsive to the customers, sending flexibility for service delivery design to local or regional boards. It recommended to Governor Racicot that a new Workforce Preparation Coordinating Council be involved with overall broad policy development and that the Council would designate local / regional groups to design what local services work best to meet the broad WPCC policies.

In October 1995, Governor Racicot established the Workforce Preparation Coordinating Council to coordinate and integrate the many programs which prepare Montana's workforce. Included on the Council are representatives from education, job training, business and employers, economic development, and former members of the Job Training Coordinating Council. The new Council held its first meeting December 18-19, 1995.

III. STATUS

Unfortunately, the current system of federal and state funded workforce development programs is fragmented, frequently duplicates services to the same populations, is overly regulated and complex, and is often unresponsive to actual employment needs of the private sector. While each of the current programs have specific goals and objectives which target particular sections of the population, coordination of the multitude of education, training, social service, and employment development programs is lacking at the state administrative level. The lack of overall coordination is not necessarily intentional on the part of individuals administering the various programs, but is, in large part, the result of funding, legal and institutional barriers.

To overcome such barriers and to meet the challenges of creating an effective and efficient workforce development system for its customers, Montana began a comprehensive planning effort for career center systems in twenty communities across the state.

However, current Congressional actions have affected the availability of funds for state and local programs. The prospects for implementation grants for developing a career system in the state are uncertain. In addition, the forecasts for Montana's federal funding for applicable programs indicate significantly reduced levels. When considering the tenuous funding possibilities, most communities seem willing to implement the parts of their plans which are strictly local, but are unable to shoulder the costs for implementation of statewide systems.

IV. PLANNING PROCESS

Through a federal grant for planning and development, Montana conducted local planning with the following assumptions:

* Authority for planning the system is vested in local communities, with participation from state partners.

* The local systems designs, developed in accord with local needs and circumstances, will be the basis for the statewide policy framework.

* During the planning process, there are no assumptions as to deliverers of services.

* Programs other than those funded by USDOL are included in the planning efforts. Examples include business growth and employment development programs, social and human services, and formal education.

* While core services should be accessible, physical co-location is not a requirement; information technology can provide customers with comprehensive information at multiple locations and facilitate customer movement among services at different locations.

* Customer self-responsibility should be fostered by providing a system which allows empowerment through choice.

From June to November 1995, facilitated meetings were held in 20 communities. Each community was chosen based on a mix of core services already in place:

at least two employment and training programs
an adult education agency
family and/or health services
local government
business or economic development entity
population at least 3,000 people

Although the first meeting was held through invitations from the state agency, the ensuing planning sessions were conducted based on local determination. The resulting the local plans were completed and submitted in October and November 1995.

Each local plan has two sections. In section 1, the local strategies address the areas of:

* universality--general public access to information,
* customer focus--single point of entry to services, based on customer choice
* integration--coordination of existing services
* evaluation of system, and
* barriers to implementing the system.

Section 2 addresses the local information system, including the electronic linking components for each community and methods to participate in a potential statewide system.

The common elements found in local plans become the bases for the statewide plan. In addition to common themes, concerns for future implementation were expressed during the planning process:

1. The communities recognized that the new system may attract more customers.

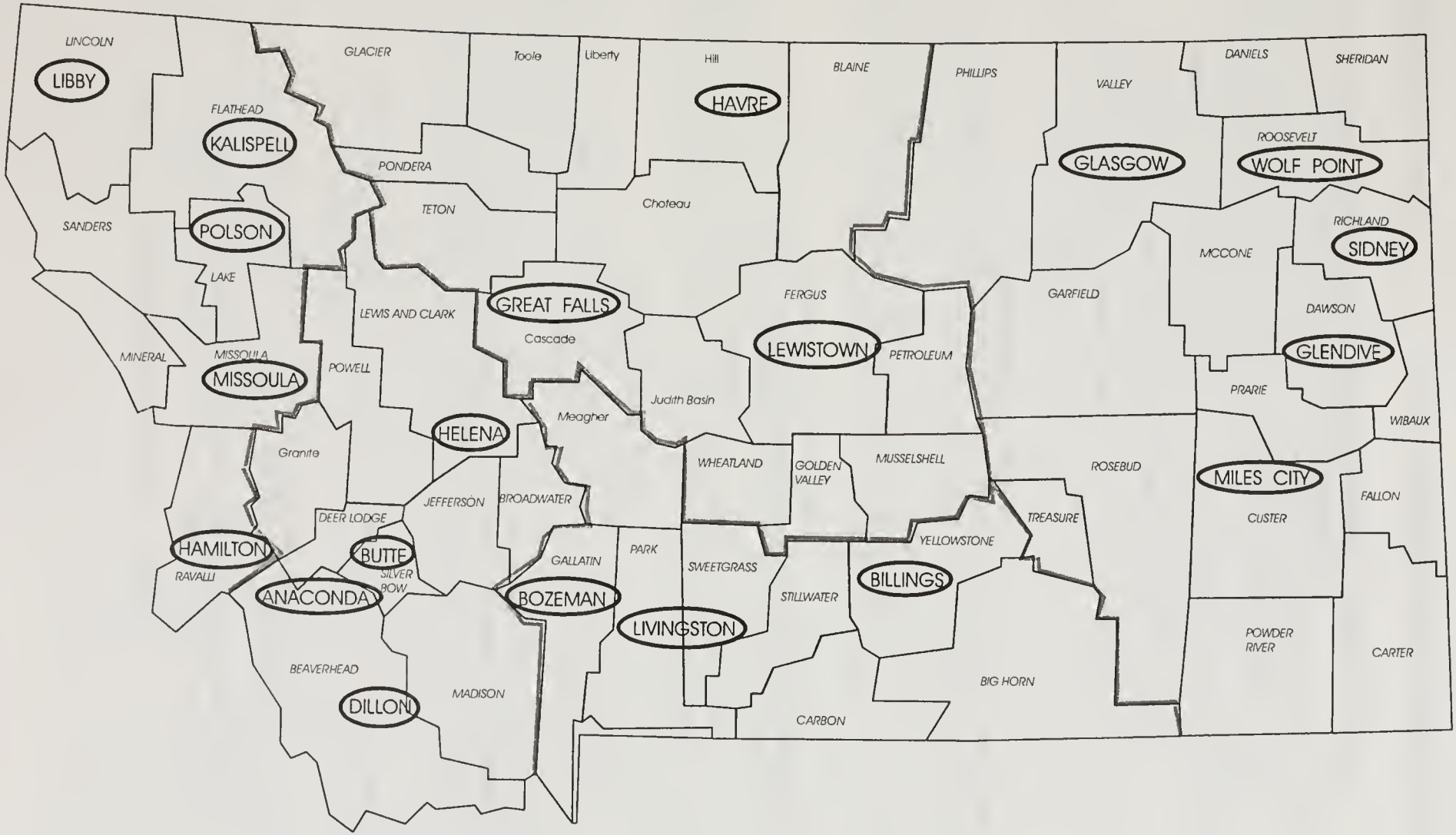
2. Although serving more customers is at the heart of any government service program, practitioners recognized the future of reduced funding.

3. The enhancement of existing systems and networks is more reasonable than designing a new system.

4. Using current systems means linking and sharing information on a statewide basis.

5. The term "one-stop" is misleading for the proposed systems, and is dropped from this text.

One Stop Career Center Planning Communities



V. MISSION AND GOALS OF MONTANA CAREER CENTER SYSTEM

(FROM JTCC / WPCC RECOMMENDATIONS TO GOVERNOR)
MISSION: To build a workforce development system for the State, focusing on strategic coordination to improve the process by which the workforce development "product" is provided. The workforce development system shall:

b. emphasize customer demand or customer-driven perspective
c. be administered locally but guided by WPCC policies
d. implement interagency operating agreements and coordinated policies
e. link workforce development to State's economic development efforts, school-to-work transition, welfare reform, and state education reform.

Universality Goals

I. Implement a workforce development information service accessible to any customer--employer, potential client, or service provider.
II. Provide an array of information about workforce development services available in each community.
III. Develop public awareness of career centers.

Customer Choice Goals

I. Provide optional locations where information concerning services available in each community are provided to empower customers to make informed choices.
II. Integrate customer entry processes; to provide appropriate referrals at all entry points (no wrong door).

Integration Goals

I. Develop an interagency electronic system to provide information, common intake, and referrals. The system links local workforce development providers with each other and with a statewide system.
II. Provide interagency staff training and/or workshops for all career center staffs to develop integrated case management; continue the Interagency Planning Corps from Montana's Capacity Building Challenge Grant for oversight and direction in staff training.
III. Establish coordination efforts through policy development entities, such as Workforce Preparation Coordinating Council and local networks.

Performance-Driven / Outcome-Based Evaluations

I. Enhance existing services, based on evaluations from customers.
II. Develop partnerships between the public and private sectors to ensure programs meet current and future workforce needs.
III. Measure performance of career centers

VI. UNIVERSALITY

GOAL I. Implement a workforce development information service accessible to any customer--employer, potential client, or service provider.

GOAL II. Provide an array of information about workforce development services available in each community.

Objective 1

Create individual community databases of services

Objective 2

Implement a system for continuous updating

GOAL III. Develop public awareness of career centers.

All local career center systems will be part of an electronic network which provides information and single-point-of-entry for all customers. Network services are available to all people, including individuals with disabilities, and are specifically designed to meet the needs of each community. Access to the information can be self-directed or assisted by any service provider. Details of the technological network are in the second section of this plan.

Information for customers seeking employment and/or services

1. Career exploration: Information on careers, required skills and qualifications, and which job descriptions suit their skills, abilities, and interests. Customers can access information concerning growing occupations and which offer career opportunities.

2. Career development information: Training resources and services which are available, including requirements to enter the training, the costs, resources available for costs, how well graduates have done in getting related jobs, etc. Customers will enter information into their automated personal files from which the system will indicate eligibility for programs. Customers can also find information about other assistance available to them during training such as transportation, child care, and other supportive services.

3. Employment information: Labor market information, job openings and assistance in locating, applying for, and obtaining a job. Such assistance may include job referral and placement, wage and supply/demand information, occupational areas of growth and/or decline.

4. Job search assistance: Automated, self-service job bank incorporates the current Job Services PC ALEX. In addition, a talent bank will market people to employers by skills and interests, not by DOT or job title. Other elements include assistance in preparing an effective resume, job search assistance through computer-based learning programs or regularly scheduled workshops, and entry to existing job clubs.

Information for customers seeking business development and/or employees

1. Job applicant data base: Information to fill job openings by accessing job seekers' pre-screened skills and/or experience which fits the employers' specifications. A related service is applicant recruitment and screening.

2. Labor market information: Occupational wage and supply/demand information; occupational and geographic areas of growth or decline.

3. Economic development incentives: Tax credits, enterprise zones, local planning and zoning, community development agencies; membership of local policy boards; how to access business assistance and incentives.

4. Rapid response and business closure assistance: Legal requirements for businesses facing layoffs or closure.

5. Human resource services: Available training and social services; applicant skills assessment, customized job training.

Customers seeking entry into services

This function provides a single automated record for each customer which can be accessed by all participating agencies. The customer enters information into the system once and is not required to provide the same data routine again. Any service or activity the customer receives becomes part of this record. This file also provides data elements that are later shared as part of a case management system, if the customer opts to be included in one of the more intensive levels of service provided by various agencies. In the future, a self-screening for eligibility and a self-application system could allow customers to directly enter basic identifying information and work history.

Initial intake: a one-time procedure for initiating entrance into the community's services, which gathers basic information needed by all service providers and allows access to appropriate workforce development programs and services. The system may involve automated referral, depending on customer choice.

Referral to services--either electronically or with hard copy, to appropriate services, chosen by the customer Services may include programs such as basic education, classroom skills training, on-the-job training, social or financial support services, business development assistance, veterans services, unemployment insurance, etc.

VII. CUSTOMER CHOICE

GOAL I. Provide optional locations where information concerning services available in each community are provided to empower customers to make informed choices.

GOAL II. Integrate customer entry processes; provide appropriate referrals at all entry points (no wrong door).

Objective 1
Create a common intake form which uses Social Security number as common identification

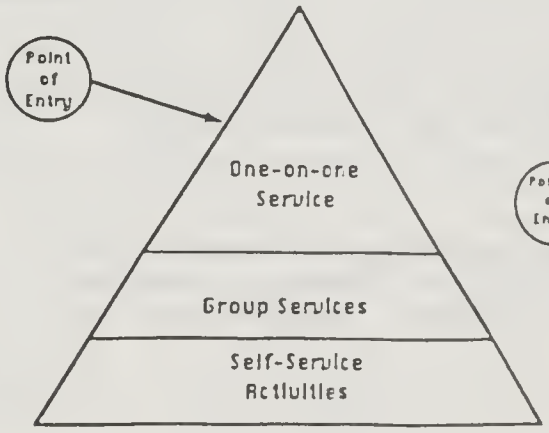
Objective 2
Develop techniques to honor privacy when sharing information among service providers

"Customer" is defined as
1. General public
   - information seeker
   - potential client
2. Employer
3. Service Provider

An empowered customer understand options and ways to use them. Customers are offered choices of multiple locations, with personal or electronic methods to get information:

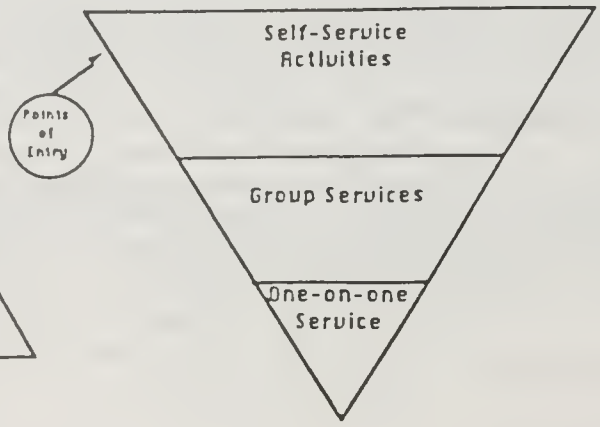
- personal contact with service provider staff
- printed information
- electronic access through computer stations, KIOSKs, modems to community bulletin board systems
- 1-800 telephone lines
- multiple locations

A one-time procedure for entrance into the community's services will document basic information required by all service providers. The customer may then be referred to the chosen services either electronically or with hard copy. Services may include basic education, classroom skills training, on-the-job training, social or financial support services, business development assistance, veterans services, unemployment insurance, etc.



The Traditional Pyramid

Career Center Service Pyramid



VIII. INTEGRATION

GOAL I. Develop an interagency electronic system to provide information, common intake, and referrals. The system links local workforce development providers with each other and with a statewide system.

Objective 1

Purchase equipment and software for electronic information systems

Objective 2

Network service provider computers

GOAL II. Provide interagency staff training and/or workshops for all career center staffs to develop integrated case management; continue the Interagency Planning Corps from Montana's Capacity Building Challenge Grant for oversight and direction in staff training.

GOAL III. Establish coordination efforts through policy development entities.

Objective 1

Continue existing local networks, which include business/employers

Objective 2

Allow local communities flexibility to provide services through their locally determined career center system design.

Objective 3

Assist the Workforce Preparation Coordinating Council in developing common policies, procedures, and definitions

Governor Marc Racicot expanded the membership on the Workforce Preparation Coordinating Council to include not only traditional job training programs, but also programs from education, social and human services, and business and economic development. Consequently, the statewide career center planning effort included a much wider scope of programs, with intermittent conflicting policies.

The success of the career center plan will depend on establishing and maintaining effective linkages with pertinent organizations and systems in order to meet customer needs. The Workforce Preparation Coordinating Council will play an important role by developing common policies, procedures and definitions for the programs in the system.

In addition to clear policies, procedures, and definitions, integrated case management systems, from both the state and local levels, will provide comprehensive services, seamless service delivery and a reduced paperwork.

Locally, each career center will provide service and program information from the following programs, if they are available in the community:

a. Job Services or private labor exchange agencies
b. Job Training Programs
    1. Veterans Employment and Training Programs
    2. Older Americans Act training programs
    3. Job Opportunity and Basic Skills program
    4. Job Training Partnership Act
    5. Food Stamp Job Search
    6. Social Security Administration assistance for persons with disabilities
c. Unemployment Insurance Programs
d. Trade Adjustment Assistance
e. Economic and business development programs
f. Carl Perkins Vocational Education programs
g. Adult Basic Education; Literacy programs
h. School to Work program
i. Employer assistance programs
j. Veterans services and outreach
k. Scholarships and grant information
l. Post secondary education and training

The system provides a single-point of entry for any customer. After the customer's basic information is entered, all participating agencies may use it. The customer enters information into the system once. Any service or activity the customer receives becomes part of this record. This record also provides the data elements to be shared as part of a case management system if the customer chooses one or more of the intensive levels of service that are provided by the various agencies.

IX. PERFORMANCE-DRIVEN / OUTCOMES-BASED EVALUATIONS

GOAL I. Enhance existing services, based on evaluations from customers.

Objective 1

Develop scaled customer satisfaction indexes, to be used electronically, verbally, or in written form.

Objective 2

Collect responses at various stages of services, such as at initial contact with agency, at intake, at completion of each service and/or at completion of all services, and at a designated follow-up contact.

Objective 3

Identify service gaps, areas of duplication and/or customer-identified needs and implement changes to improve services.

GOAL II. Develop partnership between the public and private sectors to ensure programs meet current and future workforce needs.

Objective 1

Collect customer satisfaction responses from public and private employers to determine if improvements can be made to address their needs.

Objective 2

Establish local boards to administer and coordinate all local training, placement and employment-related educational programs within their jurisdictions.

GOAL III. Measure performance of career centers

Evaluation of customer satisfaction will be conducted by samples of individuals and employers who use the system, using surveys (phone or hard copy) and personal interviews. Additionally, information from employers not using the system will be collected to determine what improvements will increase employer use. Local career center networks will use the information during local meetings to rectify any customer concerns.

Evaluation of performance will be conducted based on funding guidelines and state and local policy. Broad categories for performance measurement may include:

Labor Market Outcomes--placement, employment retention, employer participation

Learning Outcomes--educational achievement, skill attainment, program advancement

Program Integration--total referrals, number of enrollments as a result of referrals

X. OBSTACLES AND BARRIERS

Montana communities were candid in listing impediments to the plans. The impediments have been grouped into local, state, and federal for easier use by pertinent policy and decision makers. One impediment, however, crossed all three. Multiple planning/program cycles are designated in three different time allotments: fiscal year, program year, and calendar year. Local practitioners find this confusing, often preventing smooth service delivery to customers.

Federal Barriers

Definitions vary for eligibility regarding citizenship, family income, acceptable documentation, etc.

Performance requirements do not allow transfer of clients from program to program, since program operations would be jeopardized if performance requirements are not met.

Although some Montana statutes apply, the privacy mandates, particularly in vocational rehabilitation programs, may prohibit sharing of client information.

Communities felt that the current restrictions on how each program uses funds prevents local flexibility in designing programs to fit local needs. Communities would prefer to use funds across program lines.

State Barriers

Procedures and regulations are now developed separately by each department and added to federal requirements, further complicating the effort to deliver services. Communities stated that often the information from clients was gathered as required, but never used. The information is currently collected by several different systems, none of which share the data.

Although the state has a central accounting system, departments have differing policies for accounting, reporting, procurement, subcontracts, etc.

Local Barriers

Montana has no mass transportation systems. A few of the larger cities have buses, but transportation for clients is a major problem when considering access to a variety of services.

Local leadership and direction will be a new process for delivering services. Some communities stated that there is a need for basic guidelines to resolve problems that will occur with integration of services.

During the planning process, representatives of some services were unaware of the importance of participation in the career centers. Some communities suggested a statewide campaign to introduce the career centers to the public.

Current service agencies are concerned there will not be adequate staff for intensive case management for customers who need a variety of services.

Finally, communities are aware that current facilities and equipment are inadequate to carry out plans for the career centers. The availability or lack of start up funds are a great concern.

MONTANA WORKFORCE PREPARATION COORDINATING COUNCIL

BUSINESS REPRESENTATIVES

Helen S. Kellicut	Chair of Council	Deer Lodge
Jane DeLong	Blue Cross Blue Shield	Helena
Jon Oldenburg	Attorney	Lewistown
David Owen	Montana Chamber of Commerce	Helena
Barbara Campbell	small business	Deer Lodge
Bob Marks	small business	Clancy
Diane Ruff	small business	Billings

LABOR / COMMUNITY BASED ORGANIZATIONS / EDUCATION REPRESENTATIVES

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Dennis Lerum	College of Technology	Missoula
Don Judge	AFL-CIO	Helena
Felicity McFerrin	organized labor	Helena
Carol Murray	Blackfeet Community College	Browning
Kathy Sova Ramirez	CBO	Helena
Janet Bush	CBO	Missoula
Jim Hollenback	CBO	Superior

GOVERNMENT REPRESENTATIVES

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Peter Blouke	Dept. Public Health/Human Services	Helena
Nancy Keenan	Office of Public Instruction	Helena
Jeff Baker	Commissioner of Higher Ed	Helena
Andy Poole	Dept. of Commerce	Helena
Gordon Morris	Montana Association of Counties	Helena
Jerry Criner	County Commissioner	Libby

OTHER REPRESENTATIVES

Mignon Waterman	Montana Senate	Helena
Jeannette McKee	Montana House of Representatives	Hamilton
Bob Gilbert	General Public	Sidney

WORKFORCE DEVELOPMENT

CAREER CENTER SYSTEM INFRASTRUCTURE PLAN

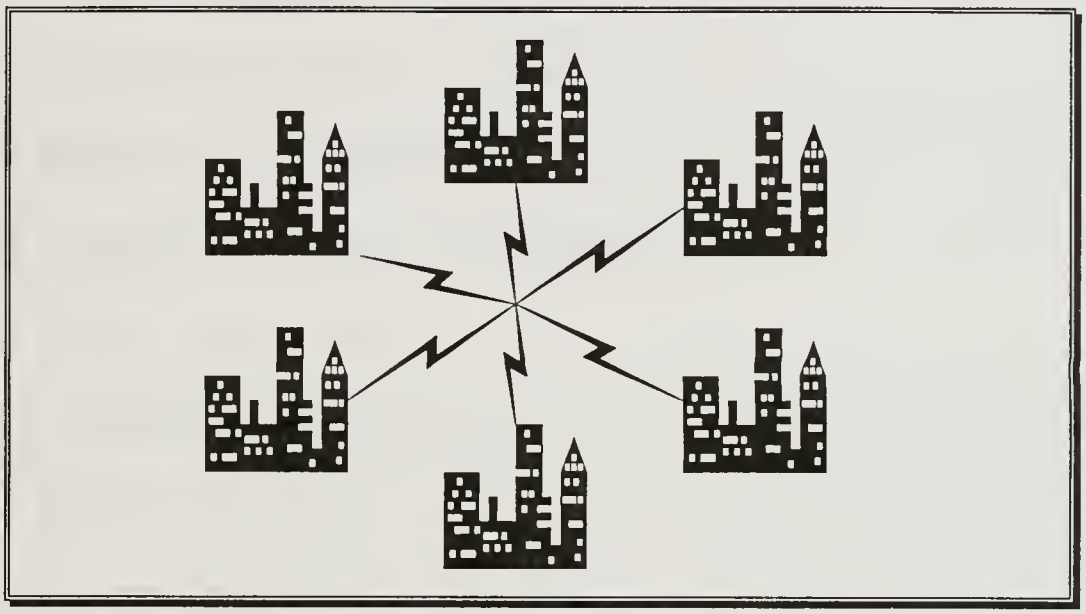

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TABLE OF CONTENTS

PAGE

Section 1. Introduction 3

Section 2. Presentation and Access Layer 6

2.1 Kiosk Presentation 6

2.2 Direct Provider Access 7

2.3 Information Desk Presentation 7

2.4 Automated Telephone or Voice Response Unit 8

2.5 Remote Video Link 8

Section 3. Information and Software Layer 10

3.1 Resource Directory 10

3.2 Communications Between Providers 11

3.3 Intake and Referral System 11

3.4 Case Management System 12

3.5 Interfaces to Existing Systems 13

Section 4. Platform and Connectivity Layer 14

4.1 Local Platforms 14

4.2 Mid-Level Platform 15

4.3 Mainframe Platform 19

4.4 Connectivity Options 21

4.4.1 Mainframe Connection 21

4.4.2 SUMMITNET Connection 21

4.4.3 Internet Connection 22

4.4.4 Dial In Modem Connection 23

Section 5. Recommendations 24

5.1 Technical Summary 25

1. INTRODUCTION

The state of Montana was awarded a one-year grant to plan "One-Stop Career Centers". The primary goals of this planning effort are:

1) to share activities irrespective of funding sources and eligibility requirements in order to develop a more efficient way to deliver services

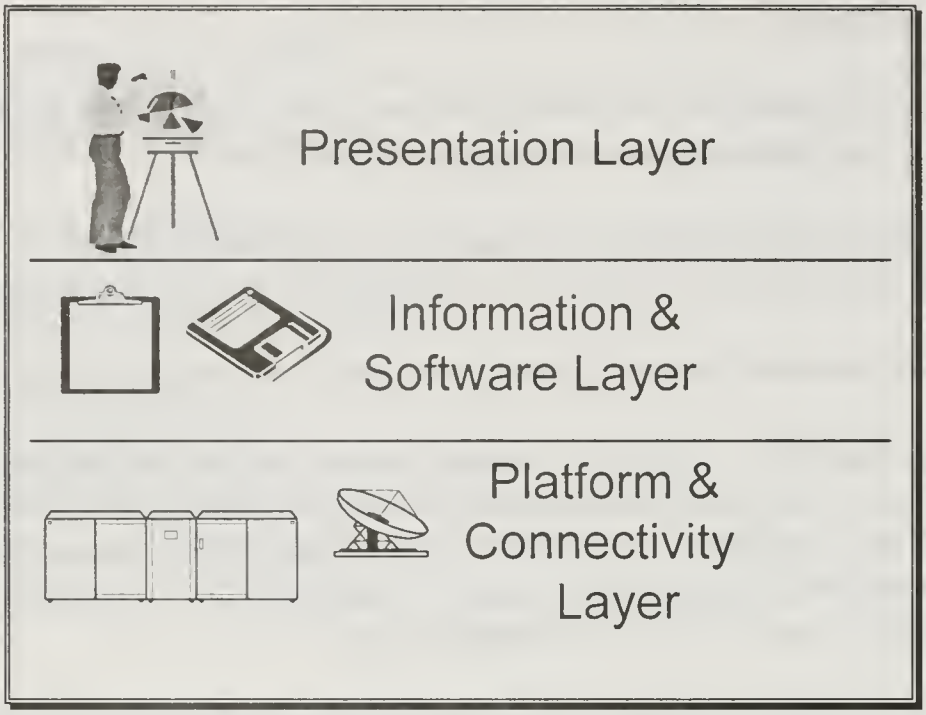
2) to allow maximum local flexibility in the design of one-stop career centers

The grant specified a community focused approach to the planning process. The planning grant provided for a local planning effort in each of twenty communities in Montana. As a result of this planning effort, each of these local communities has completed a plan. These individual community plans make up the primary focus of the statewide plan.

BDM Technologies is pleased to have been involved in this planning process as a technical support resource to the local community planning efforts and in the creation of this Infrastructure Plan as a part of the statewide plan. This Infrastructure Plan section of the Career Center System Statewide Plan will focus on the components and discussions of the 'technical linking' within, across and between the local community plans. We will deal with the challenge of bringing together the technical components of the community plans.

The technical linking infrastructure could be viewed as consisting of three major 'layers':

- The Presentation Layer
- The Information and Software Layer
- The Platform and Connectivity Layer

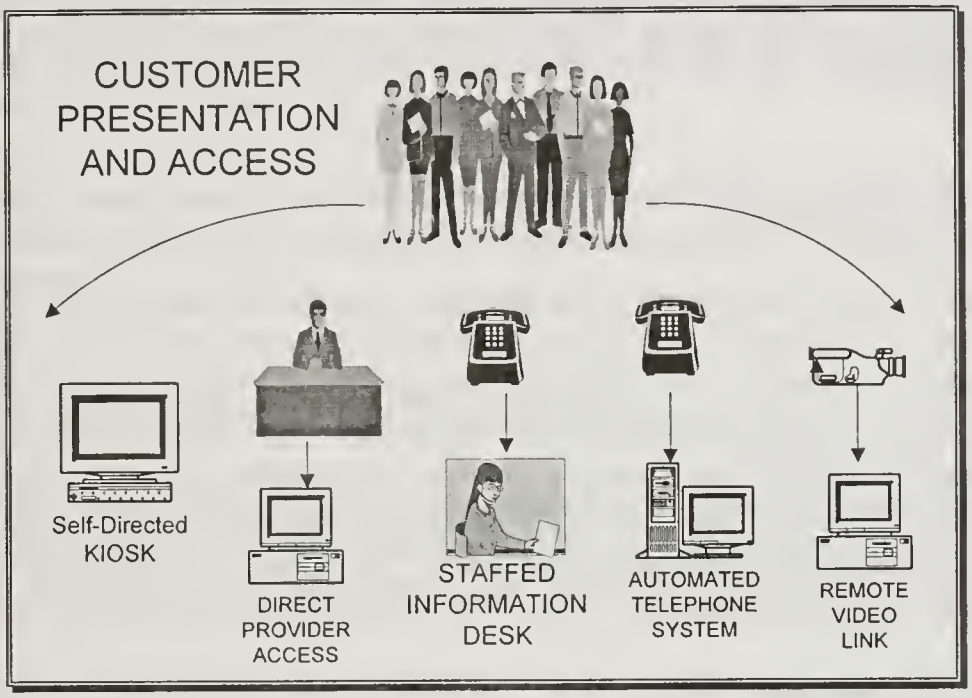


In the following sections, each of these layers will be discussed along with several possible options which may be considered for a possible technical implementation of a Career Center System.

The cost estimates given in each section are meant to represent ranged estimates of the costs of the technical components. The intent of these estimates is to give some basis for a relative cost comparison as the various technical options are considered to be selected for implementation of this plan. Additional costs will need to be added before these estimates can be used for any other purpose.

2. PRESENTATION AND ACCESS LAYER

This layer is concerned with how the information and software is presented to the person using the system. Presentation and access as identified by the community planning process could take one of several forms:



2.1 Kiosk Presentation

This presentation would involve an automated information station or kiosk which will be placed in a public location in a community. A kiosk is a stand alone touch screen information station which uses text, pictures, video clips, music and sound to present information. The information on a kiosk station is updated from a central location using modems over telephone lines. A kiosk would allow a potential customer or interested citizen to get information and direct themselves to the service providers. Some of the community plans were interested in the possibility of the kiosk providing some intake of information and referral to the service provider.

To reduce equipment costs, it is planned that the existing Job Service kiosks (MAJIK Project) and the proposed Commerce Department kiosks will be expanded to include the information and service directory from this project at a

modest cost, with the addition of several new kiosks specified in the local community plans.

Initial cost estimates range from $10,000 to $15,000 per new kiosk station.

Annual maintenance cost estimates range from $0 to $1000 per location depending upon the use of existing staff, resources and allocation of the phone lines.

2.2 Direct Provider Access

It is the intent of this plan to build upon the existing computers and connectivities of the existing service providers to lessen the cost of giving them accessibility. Many of the interested service providers surveyed already have the equipment which may be required for access. The survey results are identified as an appendix to each of the local community plans as a part of the Participant Listing. This component defines the equipment which must be on a provider's desk to provide an access point. The specific connectivity options and costs will be discussed in Section IV- Platform and Connectivity Layer.

Initial cost estimates range from $ 0 to $ 2,500 per user station depending upon the existing equipment (if any) of the provider needing access. Some of these costs could be paid by the specific provider as a cost of doing business.

Annual maintenance costs of the equipment would be paid by the specific provider as a cost of doing business.

2.3 Information Desk Presentation

The information desk presentation would involve access by a toll free telephone number to a trained staff of operators who have access to the information that the customer may require. They would have the ability to direct or refer the customer to the provider or location for further action. These referrals could be by telephone, by mail, by fax or electronically. A few of the communities already have information desks in place or in the planning stages. Some of the other communities felt that this may be a good

method for providing information to customers who may be outside of their community, in rural areas or may have some issue or barrier preventing them from calling or visiting the provider's office. This could also provide a resource to the service provider who needs additional information and does not have direct access to the information or electronically linked system. It was felt that this could become a cost effective solution if it were at a regional or statewide basis.

Initial cost estimates range from $24,000 to $100,000 depending upon the use of existing staff and resources.

Annual maintenance cost estimates range from $50,000 to $100,000 depending upon specific volume of usage and the use of existing staff and resources.

2.4 Automated Telephone or Voice Response Unit

Several of the community plans were interested in using an automated telephone system or a voice response unit to 'read' information to callers, take voice mail messages for providers, and allow transfers or referrals of calls.

Several of the community plans were strongly opposed to the use of automated telephone systems or voice response units.

Initial cost estimates range from $1,000 to $20,000 depending upon the specific requirements, the use of existing staff and resources.

Annual maintenance cost estimates range from $10,000 to $30,000 depending upon specific volume of usage and the use of existing staff and resources.

2.5 Remote Video Link

Because of the extreme distances and sparse population in the eastern parts of Montana, the participants in the Miles City planning process expressed an interest in investigating the use of video training links. They were interested in using video links to specific locations in more remote communities to allow them to have a 'remote presence'. These video links could allow the service

providers to hold training sessions, meetings, or possibly conduct interviews without the time and expense of travel from their offices to the distant communities they cover.

Initial cost estimates range from $1,000 to $5,000 per location depending upon the use of existing staff and resources.

Annual maintenance cost estimates range from $500 to $1,000 per location depending upon specific volume of usage and the use of existing staff and resources.

3. INFORMATION AND SOFTWARE LAYER.

This layer is concerned with the information that will be made available on the system, and the software required to maintain and present that information.

3.1 Resource Directory

Several of the communities have projects in place that use an information and referral system on a stand alone personal computer. The people in the community can call the person with the personal computer and get information or a referral to a service provider within that community.

This component would involve a resource directory that would consist of a centralized 'repository' or location for information relating to resources, providers and services. This information would be made available to the service providers and the information desk through an electronic connection to this central location. This directory would also be distributed to other sites such as the kiosks, the library information system, the Montana Internet Server, and other community based systems in an automated fashion using modems and telephone lines or other available connectivity.

The resource directory would allow searches, qualified by geographic area, for specific key words, barrier or specific needs. The resource directory could provide the information about services, providers, where to go, what is needed to apply, and standards of eligibility, but it would not provide any determination of eligibility.

Most of the communities felt it was important to have some contact point who is responsible for maintaining, reviewing and updating the information. This contact point could be within a state agency or part of the responsibility of a centralized information desk.

Initial cost estimates range from $3,000 to $30,000 depending upon the use of existing systems.

Annual maintenance cost estimates range from $0 to $30,000 depending upon specific volume of usage and the use of existing staff and resources.

3.2 Communications between providers

Many of the community plans included provisions for electronically linking the providers. This electronic linking would depend upon the connectivity options selected. This linking would allow communications between the providers in the form of forums, public postings, electronic mail and the ability to transmit client specific information and referrals from person to person.

Initial cost estimates range from $0 to $3,000 per user station depending on the connectivity options selected and the equipment required by the specific provider. These costs could be paid by the specific providers as a cost of doing business.

Annual maintenance costs could be paid by the specific providers as a cost of doing business.

3.3 Intake and Referral System

This system would provide a mechanism for the providers to exchange common demographic and intake information and to facilitate the referral of a customer between providers. The security of this system would have to be balanced to allow the information that the client has authorized to be sent to the referring provider to be exchanged, but not to allow access to this information by those who are not involved in the specific referral.

Initial cost estimates range from $100,000 to $300,000 depending upon the specific requirements, whether the system can be purchased or has to be developed, and the platform/connectivity options selected.

Annual maintenance cost estimates range from $1,000 to $30,000 depending upon the specific requirements, training required, and the number of periodic changes that will be made to the system.

3.4 Case Management System

This component would allow unified case management among the providers who are delivering services to a customer. This system would allow coordinated case management by one or more service providers who may be involved with a specific case.

There is currently an effort being undertaken between a number of states to cooperatively develop a One Stop Case Management System which would used by the states involved. This effort is trying to pool resources for the development of the software only; they are not looking at a system to share information between the states. The working title of this system is GEORGE (Great Effective Organization for Referring Guys/Gals for Employment). If a case management component is selected for implementation, this may be an effective method for obtaining a case management system. This organization would look to Montana for staff and financial support as a contribution toward the development and future use of the case management system they are developing. An advantage of this approach would be the ability to build on the expertise and experience of the other states that are involved while sharing costs.

Initial cost estimates range from $100,000 to $750,000 depending upon the specific requirements, whether the system can be purchased or has to be developed, and the platform/connectivity options selected. The cost estimates would also depend upon the combination of components selected for cooperative or staged development.

Annual maintenance cost estimates range from $10,000 to $75,000 depending upon the specific requirements, training required and the number of periodic changes that will be made to the system.

3.5 Interfaces to existing systems

There are several existing systems currently in place for the of tracking client information, determining eligibility, calculating benefits and tracking issuances for the various employment related and supportive services programs currently in place. These systems are separate and there currently exists little or no exchange of information between them.

METS (Montana Employment and Training System) was a proposal by DPHHS (formerly SRS) to create a 'data warehouse' or repository of information between the various existing systems which currently track and maintain employment and training related information. Although METS was not funded, it should be reviewed as an approach for the systems of this plan to exchange information with the existing tracking systems.

Initial cost estimates range from $100,000 to $500,000 depending upon the specific requirements and the number of systems exchanging information.

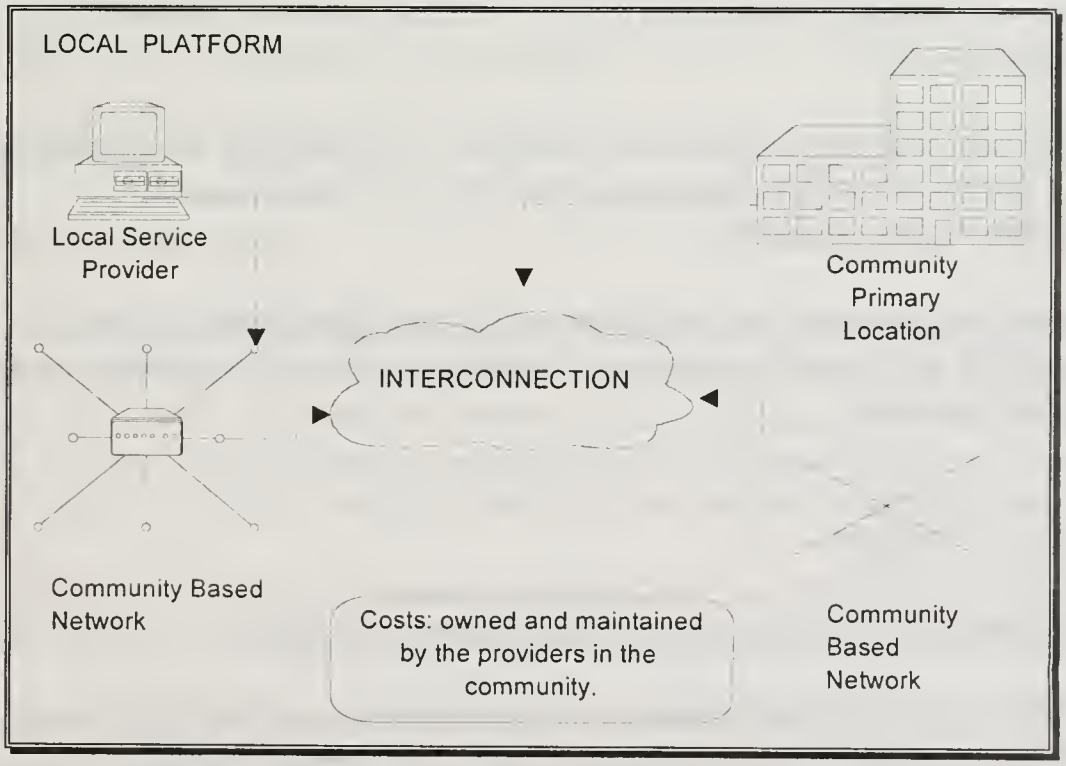
Annual maintenance cost estimates range from $10,000 to $50,000 depending upon the specific requirements and the number of periodic changes to the system.

4. PLATFORM AND CONNECTIVITY LAYER

This layer is concerned with how the information, software, presentation and access aspects of the system will be brought together. The first three sections will discuss the 'platform', repository or location options for the information and software of the system. The last section will discuss connectivity options between these platforms and the people who will be using the system.

4.1 Local Platforms

This platform option is for providing the networking services required by this plan as the development and implementation of a dedicated network. This platform option would be the most community oriented and the most flexible. A dedicated network is characterized by its independence from other networks such as SUMMITNET and METNET, both of which would require sharing network services and facilities with other organizations. However, dedicated networks are usually cost-prohibitive. For instance, SUMMITNET will be deployed at a cost probably in excess of $3 million.



A dedicated network has several advantages:

- Reliability
- Design efficiency
- Security

A dedicated network's reliability stems from the fact that services and facilities are not shared with other organizations; hence, there are no third-party applications or network traffic to detract from network performance.

A shared network that provides services and facilities to different organizations usually is not designed with any one organization in mind and, hence, normally does not represent the optimal network design for any one organization. A customized OSP network would be expected to deliver an optimal network configuration and result in design efficiency.

Greater security is obtained in a dedicated network simply because there are no third-party users with access to network resources.

The disadvantage of a dedicated network is a higher initial cost and higher maintenance costs.

Initial cost estimates range from $300,000 to $750,000 depending upon the complexities of interconnecting the separate local community communication networks.

Annual maintenance cost estimates range from $30,000 to $75,000 depending upon specific volume of usage, methods of connectivity and the support required.

4.2 Mid-Level Platform

A mid-level platform would offer intermediate connections.

The Montana Educational Telecommunications Network (METNET) is the cornerstone of OPI's efforts to electronically interconnect teachers and students statewide. (Note: For purposes of this analysis, OPI's METNET system should be considered separate and apart from the Department of

Administration's METNET video network). The Montana Legislature established METNET in order to provide:

- Instructional and educational coursework and materials through telecommunications delivery to students in kindergarten through 12th grade in the Montana public school system

- Instructional and educational coursework and materials through telecommunications delivery to students enrolled in units of the Montana university system and the community colleges

- Instructional and professional development or other appropriate inservice training for teachers in the schools of the state

- Telecommunications capabilities to agencies, subdivisions of state government, and public libraries in order to improve their ability to perform their responsibilities and duties

The METNET concept is based on the following network components:

- Electronic Bulletin Board System (BBS)

- "First Class" BBS software

- Dial-up Connectivity

A BBS is a computer running software which allows users to send and receive electronic mail (e-mail), participate in real-time conferences (i.e., discussions) with other users, and store and retrieve documents (e.g., reports, memoranda, etc.). Users have traditionally accessed BBSs through modems that allow their computers to call and connect to the BBS using standard telephone lines.

Given the interconnection between SUMMITNET and METNET, the First Class software is capable of providing an excellent interface for all OSP users.

The primary advantages of METNET as a network resource are:

- Users can connect to the system regardless of physical location because access is predicated solely on access to a standard telephone line

- Use of standard telephone facilities represents lower-cost access since expensive data circuits are not needed

- Interconnects to SUMMITNET

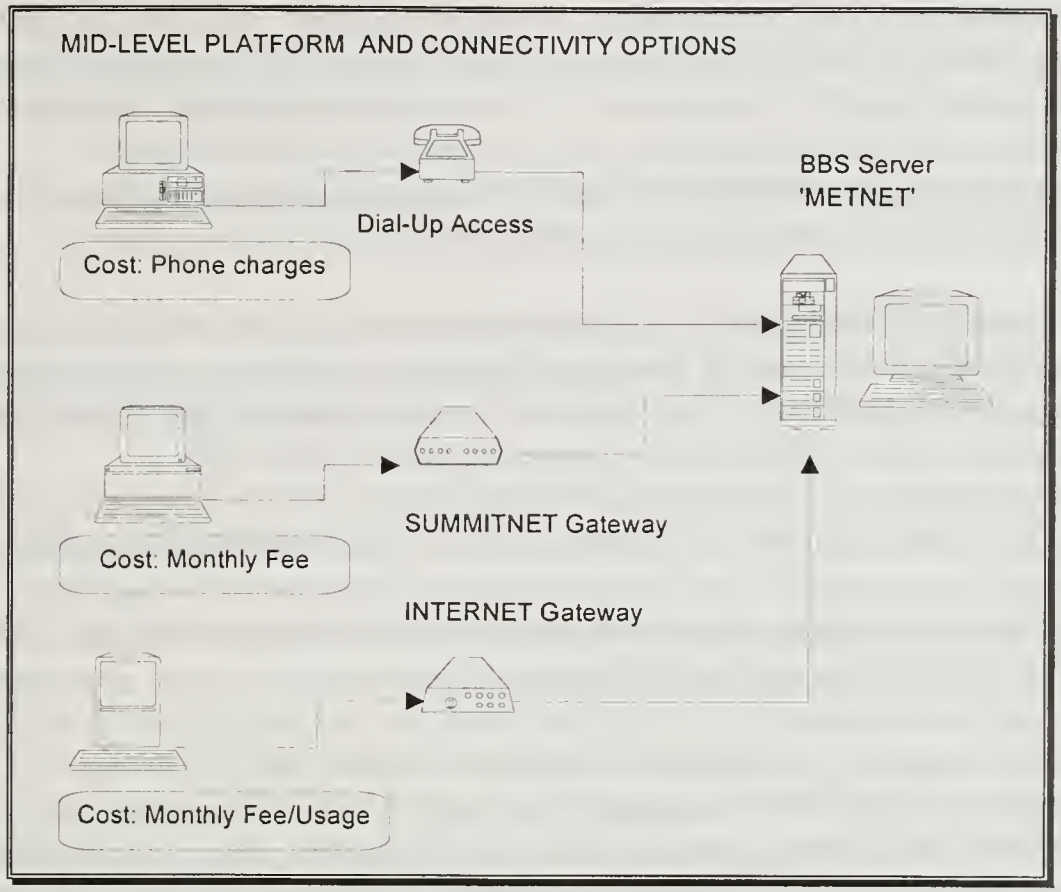
- The First Class software is user-friendly and provides superior functionality

- OSP use of METNET is consistent with legislative intent

The primary disadvantages of METNET as a network resource are:

- Standard telephone lines provide slower access than their data counterparts

- Some networking and computing technologies have moved beyond the capabilities of BBS's, meaning that some of the more advanced applications (e.g., multi-media) cannot be used in conjunction with a BBS system



As a platform, METNET satisfies the cost and access requirements of the One Stop Career Planning project. While the use of more technologically advanced systems is dependent on the deployment of expensive data network facilities in rural areas (which is not likely given telecommunications providers reluctance to make investments in sparsely populated areas), the METNET system relies solely on user access to traditional voice-grade telephone lines. This system reliance on telephone lines means two things:

1) Given the ubiquitous nature of telephone lines, access is available to any One Stop participant, regardless of physical location

2) Cost implications are minimized because the system is based on an existing facilities. In many instances, the initial investment in these facilities has already been recovered or amortized, meaning current pricing and cost recovery models are focused on facility maintenance and upgrade

In addition to having inherent access and cost advantages, the METNET system is an attractive option because, like the telephone lines that serve as its

foundation, METNET is an existing and reliable technology. METNET has been operational for many years now, hence there are no implementation and deployment costs to be considered. Further, a new network system generally comes replete with malfunctions, bugs and other operational barriers. However, the fact that METNET is up and running means most if not all of the operational issues already have been resolved.

Of course, METNET is not without its drawbacks. Voice-grade telephone lines simply do not provide the same throughput as the high-speed data circuits comprising Frame Relay, Asynchronous Transfer Mode (ATM) and other advanced network technologies. However, because METNET is interconnected to the Internet (via SUMMITNET), this issue may be mitigated for those users/locations with Internet access. Rather than accessing METNET through an admittedly slow dial-up connection (the result of throughput as opposed to inherent latency), these users/locations can take advantage of the faster data facilities used by the Internet.

Assuming not every user/location has Internet access, another related drawbacks of METNET is applications. Many of today's most popular graphical applications, such as World Wide Web home pages, are predicated on reasonable levels of throughput. Without high-speed network facilities, these applications become slow and frustrating to use. However, for those applications that are not heavily dependent on graphics, METNET should prove to be a more than adequate host system. Also, it should be remembered that users/locations are not limited to using dial-up facilities for METNET access. As internet connectivity increasingly becomes a reality throughout Montana, throughput thus becomes less of an issue.

METNET represents a viable option for the One Stop effort. Its system design is cost-effective and provides ubiquitous access for practically every Montana community. Additionally, the METNET system is a proven system and therefore should be considered reliable. METNET is capable of providing database services for applications such as a One Stop case management system. The drawbacks associated with METNET (throughput and graphical applications) arise from the use of dial-up connections for access and can be bypassed by Internet access.

The initial cost estimates range from the expansion of the METNET system to the creation of a similar but separate system. The annual maintenance cost estimates range from the use of existing staff and offices to the need for

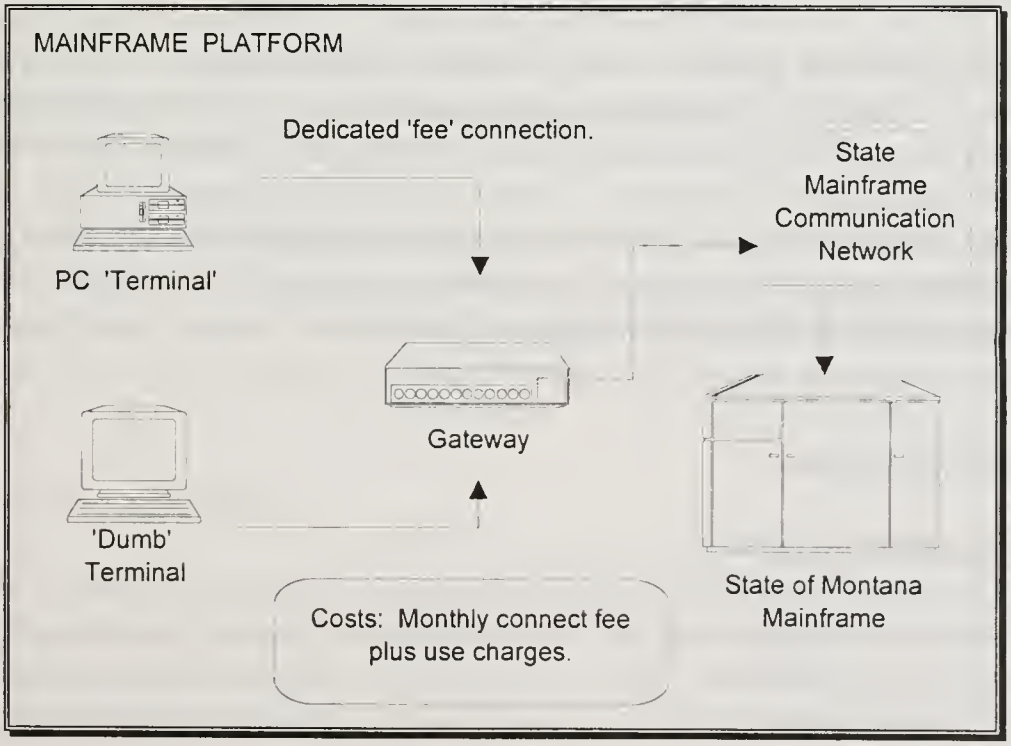
additional support. The annual maintenance costs would also include the initial charge of $70 (in state only) or $105 for installing an 800 number service and the $0.14 per minute use charge.

Initial cost estimates range from $10,000 to $50,000 depending upon the use of the existing METNET staff and resources.

Annual maintenance cost estimates range from $10,000 to $50,000 depending upon specific volume of usage and the use of the existing METNET staff and resources.

4.3 Mainframe Platform.

This platform option would involve using the existing state of Montana mainframe computer and communications for this system. Using the existing and stable mainframe platform would simplify the development and the implementation of this system. It would also simplify the creation of interfaces with the existing information systems. It would also be an option to consider 'adding' this system as a part of one of the existing systems, such as TEAMS (The Economic Assistance Management System (Welfare)) or the Job Service information system to reduce development and maintenance costs.



A mainframe platform has several advantages:

- Higher rate of reliability
- Lower Initial Cost
- Centralized control and support

A mainframe solution has several disadvantages:

- It is not as flexible as the other platforms
- A Mainframe dedicated connection is required
- Monthly fees are charged for connection and monthly usage
- Connections may not be available to every provider

This platform currently exists and would not require additional initial costs beyond the personal computer or terminal at the user's site (which is included in the cost estimates of the direct provider access within the presentation and access layer section) and the initial connect fees (which is included in the cost estimates of connectivity within this section). The annual maintenance cost estimates will include anticipated mainframe fees for disk storage, tape storage, batch tape mounts, tape storage, tape archival and processing time charges for using the mainframe for the system. These costs will vary depending upon the software components implemented.

Since the platform already exists, the Initial cost estimates would be included in the direct provider access estimates for a personal computer at the service provider's office and in the mainframe connection estimates.

Annual maintenance cost estimates range from $10,000 to $75,000 depending upon the number of connections required, the software systems implemented and the specific volume of usage.

4.4 Connectivity Options

4.4.1 Mainframe Connection

The initial cost estimates are for the initial connect charges imposed by ISD. These vary by installation. ISD currently imposes a network device charge for all state-owned agency devices connected to the state data communications

network of $36 per month (network device charge) for each intelligent device. ISD additionally charges use fees for services used on the state mainframe.

There could be an issue with the non-state status of some of the proposed users of the system. This issue will need to be resolved with ISD before proceeding with either the mainframe or the SUMMITNET connection options.

Initial cost estimates range from $120 to $300 per connection.

Annual maintenance cost estimates range from $500 to $1,000 depending upon specific volume of usage.

4.4.2 SUMMITNET Connection

Where the SUMMITNET services are available, state-owned agency devices will be assessed the same fees for access and communication costs as a mainframe data communication connection.

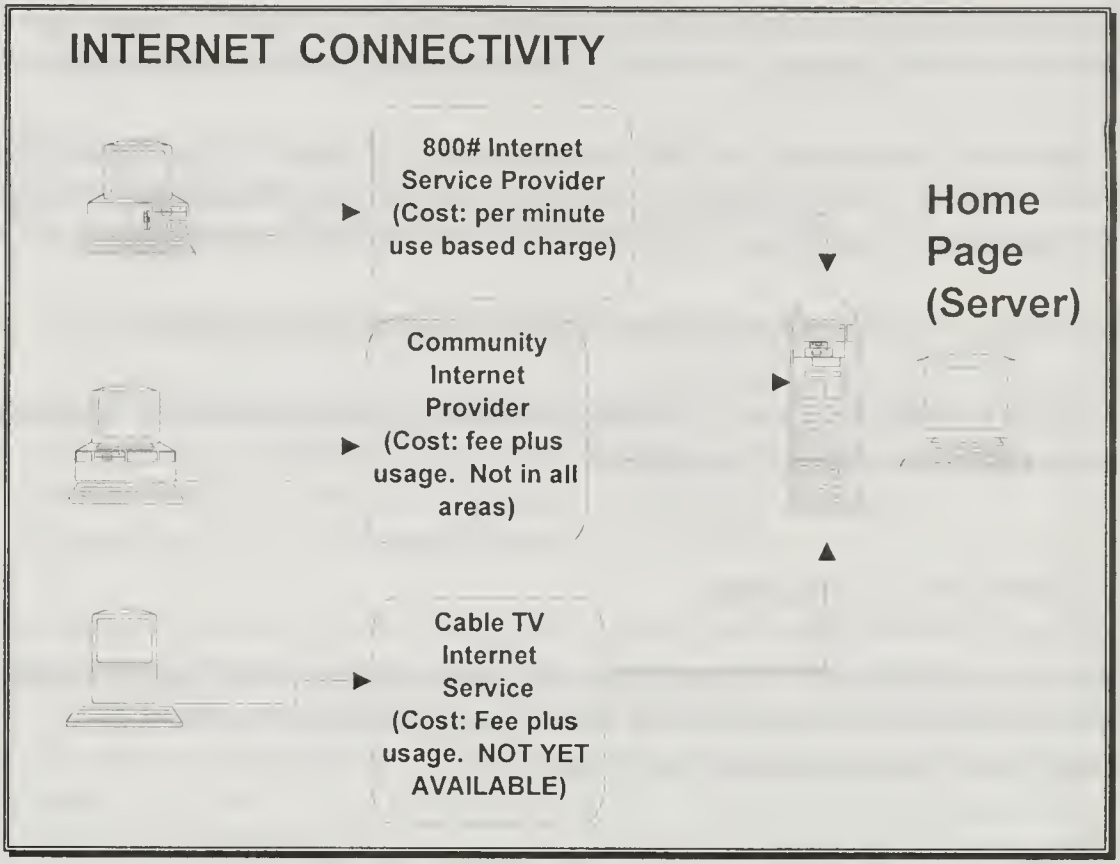
For non-state access, the fees are based upon a per-line rather than a per-device basis. These fees range from $595 to $695 for a T-1 line and $195 to $295 for a 56KB line. A non-state entity would also normally use public telecommunications services and facilities to reach the nearest SUMMITNET access point. The process of reaching such an access point is called 'backhauling'. The monthly charges for this 'backhaul' varies by location from $100 to $900 per month (averaging about $200 per month).

Initial cost estimates range from $200 to $700 per connection depending upon the use of existing systems.

Annual maintenance cost estimates range from $1,200 to $11,000 depending upon specific volume of usage and the use of existing systems.

4.4.3 Internet Connection

This option looks to the expanding Internet for the primary method of network services.


INTERNET CONNECTIVITY
800# Internet Service Provider (Cost: per minute use based charge)
Community Internet Provider (Cost: fee plus usage. Not in all areas)
Cable TV Internet Service (Cost: Fee plus usage. NOT YET AVAILABLE)
Home Page (Server)

The Internet has several advantages:

- Lower Initial Cost
- Great Possibility for Future Expansion
- Becoming more accepted

The Internet has several disadvantages:

- Little or no control over growth and direction
- Security is still a concern
- Information may become 'too available'

The cost estimates assume that the community has an internet service provider available. For those locations without an internet service provider, access may include a long distance telephone toll charges to reach the nearest location, which would increase the annual cost estimates.

Initial cost estimates range from $50 to $150 per connection depending upon the local service provider.

Annual maintenance cost estimates range from $860 to $1,420 per connection depending upon specific volume of usage.

4.4.4 Dial in modem connection.

This connection would involve the use of a standard telephone line and the use of modems for connectivity. The initial cost estimates assume the initial phone line connect fee and the maintenance would assume the cost of a monthly phone charge. If toll free data lines are not used, the maintenance cost will be much higher based upon telephone toll charges.

Initial cost estimates range from $60 to $160 per connection depending upon the provider's existing system.

Annual maintenance cost estimates range from $500 to $700 depending upon specific volume of usage and the use of toll free numbers by the state's system.

5. RECOMMENDATIONS

The next step will be to review the options and begin to select a direction for an implementation of this plan. In presenting a recommendation, we have attempted to be as impartial as possible and sensitive to the need to utilize existing resources to reduce costs. Although we are presenting a statewide view of the Career Center System Infrastructure, it is intended as a way to provide the 'technical linking' that the individual community plans have requested at more cost effective level. In addition to the components of the individual community plans, we recommend the following phased approach as a possible implementation of Montana's Career Center System Infrastructure:

1) Develop the resource directory software and set up distribution methods to the various access methods, especially as the kiosks and the library information system.

2) Setup the information desk which will be accessed by customers using a toll free telephone number. The staff of the information desk will access the resource directory software. Training of the staff is very important. It would seem to be most cost effective to set up the information desk in a single location, covering the entire state with a single access number. Some 'marketing' of this offering will be needed.

3) Set up the communications structure between the providers using the Mid-level METNET platform and the connectivity option most suited to the specific service provider. This will give the service providers access to the resource directory software and allow communication between the providers.

4) Develop and implement a shared intake and referral system on the METNET platform. Controlling access to this information and being sensitive to the confidentiality of the clients involved seems to be a prime concern of the communities.

5) Develop and implement a shared case management system on the METNET platform. The state should consider participation with the cooperative case management system development between the states.

5.1 CAREER CENTER SYSTEM INFRASTRUCTURE TECHNICAL COST SUMMARY

	Initial Cost Range				Annual Maintenance		
PRESENTATION AND ACCESS LAYER OPTIONS:							
Kiosk Presentation (per new kiosk)	$10,000	to	$15,000	per kiosk.	$0	to	$1,000
Direct Provider Access	$0	to	$2,500	per station	(Cost	to	provider)
Information Desk	$24,000	to	$100,000	State total	$50,000	to	$100,000
Automated Telephone System	$1,000	to	$20,000	State total	$10,000	to	$30,000
Tele-remote Presence	$1,000	to	$10,000	per station	$1,000	to	$3,000
INFORMATION AND SOFTWARE LAYER OPTIONS:							
Resource Directory	$3,000	to	$30,000	State total	$0	to	$30,000
Communications Between Providers	$0	to	$3,000	per station	(Cost to provider).		
Intake and Referral System	$100,000	to	$300,000	State total	$1,000	to	$30,000
Case Management System	$100,000	to	$750,000	State total	$10,000	to	$75,000
Interfaces to Existing Systems	$100,000	to	$500,000	State total	$10,000	to	$50,000
NETWORK AND CONNECTIVITY LAYER OPTIONS:							
Local Platform	$300,000	to	$750,000	State total	$30,000	to	$75,000
Mid-Level Platform	$10,000	to	$50,000	State total	$30,000	to	$50,000
Mainframe Platform	NONE				$10,000	to	$75,000
Connectivity							
Mainframe Connection	$120	to	$300	per station	$500	to	$1000
Summitnet Connection	$200	to	$700	per station	$1,200	to	$11,000
Internet Connection	$50	to	$150	per station	$860	to	$1,420
Modem/Telephone Connection	$60	to	$160	per station	$500	to	$700

Please Note: *These costs are only an estimate of the technical/development portion for relative comparisons only. Additional costs will need to be included for these estimates to be used for any other purpose.*

MONTANA COMMUNITY PLANS

Anaconda Deer Lodge
Billings
Bozeman
Butte Silver Bow
Dillon
Glasgow
Glendive
Great Falls
Hamilton
Havre
Helena
Kalispell
Lewistown
Libby
Livingston
Miles City
Missoula
Polson
Sidney
Wolf Point

ONE-STOP CAREER CENTER PLAN FOR ANACONDA

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number	Person who wrote this Plan Signature, Address, Phone number
Jerome Hartman, Manager Anaconda Job Service Center 307 E. Park, Suite 203 Anaconda, Montana 59711 (406)563-3444	Connie Logan, Facilitator Anaconda Chamber of Commerce 306 E. Park Anaconda, Montana 59711 (406)563-2400

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Anaconda-Deer Lodge County

Major Employment sector--establishment data

Wholesale/Retail Trade:	XX
Services:	XX
Government/Education:	XX

Demographics:

Size of labor force:	3,839
Unemployment Rate:	8.5% (June 1995)
New business firms:	8 (Jan-May 1995)
Other Factors:	Superfund site, superfund clean-up provides jobs.
Job Openings:	SFY95-867

2. Indicate the "LOCATION" of your One-Stop Career Center:

XXX Multiple locations with every staff member providing information and referrals. (One unified site with multiple locations.)

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

Immediately a Human Resource Guide will be implemented that will list all services available for the local area. (See attachment #1 partial draft.) Using the concept of "no-wrong door" any person(s) seeking information will be referred to the lead agency (Anaconda Job Service Center) or appropriate resource, if known, using the attached referral form. (See attachment #2) It will be the responsibility of each agency to determine eligibility of participants for their specific programs. All participating agencies will be trained in the use of the Human Resource Guide and referral process. Tours of participating agencies will be scheduled on a regular rotating basis for familiarity. Updates will be provided at the Human Resource Network monthly meetings.

Within one year (1996-1997) this plan will provide a KIOSK to be stationed at a "key" publicly accessible location in Anaconda. This KIOSK will provide referral information for potential users of the Human Resource Guide. The Human Resource Guide will tie in with the KIOSK located in Deer Lodge (Powell County) and with PC Alex (IBM Compatible) located at the Anaconda Job Service Center. By the year 2000 two (2) more sites for a KIOSK will be established, one (1) in Philipsburg and an additional site in Anaconda.

The Anaconda Job Service Center has been chosen to serve as the lead agency. A customer will have their choice as to a point of entry. It will then be the responsibility of that agency to refer the customer to the appropriate agency if known. If the agency is known the customer will receive a direct referral. If the appropriate agency is NOT known the customer will be referred to the lead agency (Anaconda Job Service Center) for assessment and referral as necessary. It will be the responsibility of the staff at the Anaconda Job Service Center to have the latest information regarding services.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

Customers presently have the opportunity of accessing information regarding services and jobs available by using the telephone, personal contacts, KIOSK (Powell County) and PC Alex (Anaconda Job Service). At a later date as specified in this plan, the Human Resource Guide will be added to the current computer system. This will allow customers to make choices and directly contact agencies for services as needed.

Currently participating agencies in the community of Anaconda feel they network very well together via the telephone and the scheduled monthly Human Resource Network (HRN) meetings. The networking system will be re-defined and fine-tuned to create more awareness of the system already in place. Expansion of these services and memberships will boost awareness within the participating agencies and Human Resource Network. The Human Resource Guide is in the process of being updated. Work will begin immediately to implement the referral process, using information awareness meetings and tours. Once in place, customers would be able to access information via the three (3) KIOSK'S at publicly accessible locations throughout our area.

The Human Resource Network will present information to customers on how to use the Human Resource Guide and KIOSK'S by utilizing the local media; on site demonstrations, word of mouth, etc. In addition, a brochure will be developed and placed at all participating agencies instructing customers on how to use the referral system.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

The Anaconda Job Service has the capability to assist customers in designing a "career goal". The Job Service is able to offer career and training information through computer technology as described below:

1. MONTANA CAREER INFORMATION SYSTEM. The program is very user friendly and offers a wide variety of information including the following "sub-programs" of MCIS:

QUEST - Can help the user match interests and abilities to occupations.

ASSESSMENT LINK - Takes the results of vocational tests and matches those results to occupations.

AIDSORT - Offers information on financial resources available for secondary education.

SCHOOL SORT - Produces a list of schools nationwide and detailed information about those schools.

MILITARY - Information on military occupations that link with other occupations in the civilian field.

JOB SEARCH - Assists with job-hunting techniques.

OWN - Describes working for yourself and owning a small business.

APPRENTICESHIP - Describes occupations that offer apprenticeship training programs.

2. ALEX-AUTOMATED LABOR EXCHANGE - A nationwide, computer linked program offering job information to the user in any location in the United States. Gives information on number of openings, wages, hours, and necessary qualifications, skills and abilities to apply. Information for the system is obtained from America's Job Bank. Job Services nationwide use this resource to list vacancies where an employer has requested a nationwide search for applicants. This program also provides information on federal job openings and military opportunities.

3. EAGLE SYSTEM. The Montana Job Service computer system allows offices to link information on applicants, employers and job information. The EAGLE system enhances Job Service Centers by allowing the exchange of information to those that request it.

Through Department of Labor and Industry's Research and Analysis Division, labor markets in Montana are monitored daily. A monthly report, The Montana Labor Market Information, Statistics in Brief, summarizes labor market information such as labor force statistics by county, economic indicators, average wages and salaries, current populations, the unemployment rate, and employment statistics selected by industries. The pamphlet is distributed monthly to all Job Service offices in Montana and is made available to the public.

Through involvement of staff in community organizations such as the Anaconda Chamber of Commerce, and the Anaconda Local Development Corporation, the lead agency (Anaconda Job Service Center) stays abreast of local labor market changes and needs. Staff are in constant communication with area employers and stay very active in the community spotlight.

Several programs are offered to qualified individuals through the Anaconda Job Service Center. Programs currently operated are JTPA, (Job Training Partnership Act), EDWAA (Economic Dislocated Workers Adjustment Assistance), TAA, (Trade Adjustment Allowance), TRA, (Trade Readjustment Assistance), VET, (Veteran's Employment and Training), JOBS, (Job Opportunities and Basic Skills for single parent households collecting Aid to Families with Dependent Children), JOBS/UP, (Two parent households collecting Aid to Families with Dependent Children), FSJS, (Food Stamp Job Search). These programs can assist applicants in designing a career plan step by step and helping that individual achieve the goals that they have set out to accomplish. This includes financial help with secondary education, supportive services and job search assistance. Knowledge of other services available in the community gives staff the capability of referring individuals to other social service agencies to help them meet their goals.

Through Employment Services funded through Wagner Peyser, Job Service staff facilitates procedures used to help employers match applicants to job openings. Along with these services, Job Service can keep employers up-to-date on the proper procedures in employment practices such as job requirements and hiring practices. Testing and assessment is offered such as proficiency testing, (typing, 10-key and spelling tests) aptitude test (GATB), and interest inventories. Again, with the assistance of computers and information that is solicited from those seeking assistance with job matching, Job Service can make the proper referral upon the employer's request thus meeting the needs of both customers, the employer and the applicant.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

The Anaconda Job Service Center has been chosen to serve as the lead agency. A customer will have their choice as to a point of entry. It will then be the responsibility of that agency to refer the customer to the appropriate agency if known. If the agency is known the customer will receive a direct referral. If the appropriate agency is NOT known the customer will be referred to the lead agency (Anaconda Job Service Center) for assessment and referral as necessary. The Anaconda Job Service has accepted the responsibility to be knowledgeable of services and technology available. (See attachment #3)

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

Customers will immediately have access to all US Dept. of Labor Employment and Training programs, including all Wagner Peyser programs, Job Training Partnership programs, Veterans Employment and Training programs, Trade Adjustment Assistance and North American Free Trade Act. In addition Job Service will provide access to other programs which are locally operated by the Anaconda Job Service. Some of these programs are, Green Thumb, Senior Citizens Special Employment Program, Job Service Employers Committee sponsored Job Readiness Workshops and Welfare to work programs. Through formal and informal agreements between Job Service and other HRN partners, applicants will also have immediate access to:

- **Human Service and Public Assistance programs, through the Department of Public Health and Human Service.**
- **Economic Development programs, through Anaconda Local Development Corporation.**
- **Immediate food, shelter, clothing and counseling through Family Enrichment Council and the Ministerial Association.**
- **Additional Job Training Programs, through Career Futures, Anaconda Indian Alliance, and Anaconda Job Corps.**
- **Educational Programs through the Anaconda Public School District, Anaconda Adult Education Program, and the Anaconda Job Corps Center.**

The Job Service Division and the Department of Public Health and Human Services are electronically linked and currently share some client information. Applicants will also be able to access some human service programs from Job Service.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. If you have established an interagency group which meets regularly, describe the group's membership and its functions.}

Currently there are formal written agreements of coordination and cooperation between Job Service and Department of Public Health and Human Services, as well as, Job Service and the Anaconda Indian Alliance. There is also a written agreement with the Department of Public Health and Human Services and PCA/Family Enrichment Council.

Other methods of maintaining coordination and cooperation between HRN partners includes a regular monthly meeting that is attended by participating agencies and establishment of a CORE team who have the responsibility to assure that all HRN partners are continually well informed and updated. The membership of HRN consists of all Anaconda community agencies dealing with health and human services, employment and job training, education and educational services, substance abuse abetment, economic development, ministerial association, local government officials and others who provide social services.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career centers is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Customer satisfaction will be measured on an ongoing basis through systems currently in place at the lead agency (Anaconda Job Service Center). The lead agency (Anaconda Job Service Center) will use the Job Service program "Montana's Excellence Assurance Review" (MEAR) system. This system was developed to provide continuous and ongoing evaluation of various Job Service programs. This system will be used as a guide to develop a customer satisfaction evaluation to continually measure the effectiveness of the program. This system will be developed to dovetail into the existing MEAR program. In addition, a monthly HRN meeting will include feedback from each agency on ideas to improve service delivery based on actual agency/customer contacts. Customers will be interviewed during and after services to determine the level of satisfaction, and suggestions for improvement of services. A focus group will be selected from the HRN members to act on suggestions, written evaluations and customer interviews. They will formalize and assign responsibility for customer satisfaction improvement and overall program delivery. An outside source such as the MSU Extension Service will be used to assist with evaluation and measurement. When KIOSK'S are on line, there will be an electronic tracking system to indicate the number of people who are using the electronic information and referral system.

B. Describe how you will use the information from your measurements.

{Please describe how you will continue to evaluate your Center and how you will use the information to improve services.}

As indicated in Section 4A, the program evaluation and measurement of customer satisfaction will be an ongoing and continuous process. Information will be gathered by an outside source, MSU Extension agency or focus group. Based on the information and input gathered, suggestions, program policies and procedural changes will be evaluated by the CORE team. All policies and procedures will be flexible enough to allow for improvement of services and meet the needs of the customer, while maintaining the integrity of the program. The CORE team from the HRN will review suggested policy and procedural changes. The CORE team will make written recommendations for change to the membership of the HRN. The CORE team will also review the program objectives and update time lines on a continuing basis. They will review resources needed, participation of HRN members and customers, and report to the HRN.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort. If you are attaching electronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

Currently the referral process is in place and exists through the HRN and the lead agency (Anaconda Job Service Center) creating the "no wrong door" concept. The plan of using the lead agency as the information center for the One Stop Career & Life Planning concept, will be contingent upon the availability of one staff person to coordinate intake, referrals, recordkeeping and tracking.

During the fiscal year of 1995-1996, the existing referral system will continue to be utilized. Additions will include the new referral form and Human Resource Guide being placed at participating agencies.

In 1996-1997 the resource directory will be added to the KIOSK currently in Deer Lodge (Powell County). The information would also be installed in the PC Alex located at the Anaconda Job Service.

Over the course of 1998-2000 three additional KIOSK'S would be added to expand the One Stop Career & Life Planning to the tri-county area which includes, Anaconda-Deer Lodge County, Granite County and Powell County. Two KIOSK'S will be placed at publicly accessible locations in Anaconda and one in Philipsburg.

The HRN will present information to customers on how to use the Human Resource Guide and KIOSK'S by utilizing the media in a series of articles. A brochure will be developed and placed at all participating agencies and publicly accessible areas instructing customers how to use the referral system.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

Our plan has been developed with a simple approach. We have included in our plan our existing resources. The committee of social service providers known as the "Human Resource Network" (HRN) has been in existence for several years. In fine-tuning this network we will continue to provide services and expand as this plan is being developed.

The Job Service has provided the KIOSK in Powell County for job searches for over two years. Last year the PC Alex was added at the Anaconda Job Service Center. A software package can easily be added to these computers as an enhancement to incorporate our plan.

Some areas of our plan we view as obstacles would be funding for a full time employee at the lead agency (Anaconda Job Service Center). This would also include supplies, technical support and office space to be used by the full time employee. Also restrictive to our plan is the cost of printing; referral cards, brochures and resource guides. One item on the long range plan of the One-Stop Career & Life Planning concept would be to design and implement a "Key Word" system for users. (Please refer to cost estimate page.)

COST ESTIMATES FOR ONE-STOP CAREER & LIFE PLANNING
(Estimates are from the Montana Department of Labor and Industry and reflect current prices as of 9/95. Prices listed below are to be used only as a guide.)

KIOSK	$ 15,000.00

Each KIOSK will cost approximately $15,000.00 plus installation charge.

SOFTWARE	$ 23,000.00

Software added to the KIOSK'S and PC Alex as designed would be menu driven to access agencies or services. Agencies could be accessed and each agency's services listed. Access by service needed, services needed could be accessed. This would be a Key Word System. Total estimated cost for software including Key Word system is approximately $23,000.00

STAFFING

Full Time Position	$ 43,400.00
Part Time Position	$ 25,000.00

One full time staff position located at the One-Stop point of entry, (Anaconda Job Service) is $43,400.00. This would include all salary, benefits, office space, supplies, telephone and support. One half-time staff position would cost $25,000.00.

SUPPLIES

Referral Forms (per 1,000) (see attached)	$ 139.10

Using the aforementioned dollar amounts we estimate that this plan could be implemented for less than $125,000.00 (initial start-up). This plan could be maintained thereafter for approximately $50,000.00 per year.

Attachment #2

REFERRAL CARD

_____
(DATE REFERRED)

_____ OF _____ IS
(REFERRING PERSON) (AGENCY)

REFERRING _____
(CLIENT)

_____, _____
(CLIENT ADDRESS) (CLIENT PHONE NUMBER)

FOR THE SERVICES PROVIDED BY _____, LOCATED AT
(AGENCY)

_____ TO ASSIST WITH
(ADDRESS)

_____. THE CONTACT
(SERVICES NEEDED)

PERSON IS _____.

JTPA ELIGIBLE YES - NO

* *

DATE REPORTED _____

WAS THE AGENCY ABLE TO ASSIST THE CLIENT? _____

SERVICES PROVIDED/COMMENTS _____

_____

_____

_____

_____

(SIGNATURE) (DATE)

_____ _____

White, Yellow - Service Provider Pink - Referral Agnecy

"No Wrong Door"

One Stop

LEAD AGENCY Job Service

Community Services

CAREER FUTURE
CHURCHES
EDUCATION
FOOD BANKS
INDIAN ALLIANCE
MENTAL HEALTH
PCA
VOC-REHAB
WELFARE
WIC
MANY OTHERS....

Any Agency

"ULTIMATE GOAL"

EMPLOYMENT AND SELF-SUFFICIENCY

correct agency known →

service agency unknown →

ANACONDA

No wrong door. If needs are unclear, refer client to lead agency.

Job Service has been chosen to serve as the lead agency.

Other service agencies will use the telephone to get information from a single point of contact at the lead agency.

Expand existing Human Resources Network as focal point.

New referral form and distribution of a paper resource guide.

Add a kiosk in Anaconda initially, 3 more within 5 years.

	Cost	Startup	Maintain	Future
Kiosk				$15,000
Key Word Software System		$23,000		
On the PC-Alex system in the lead agency office.				
Full Time Staff Position		$43,400		
Part Time Staff Position			$25,000	
(Position cost estimates include office overhead)				
Referral Forms (per 1,000)	$139			
Totals		$66,400	$25,000	$15,000

One Stop Career Center Planning

Anaconda, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Anaconda		Y	Adult Basic Education	Babe Aspholn	Vo-Ed Annex 400 Main	Anaconda, MT 59711				
Anaconda		Y	Anaconda Chamber of Commerce	Connie Logan	306 E. Park	Anaconda, MT 59711				
Anaconda			Anaconda Indian Alliance	Carolyn Brock	P.O. Box 1108	Anaconda, MT 59711				
Anaconda	Y	Y	Anaconda Job Service	Jerry Hartman	307 E. Park	Anaconda, MT 59711		IBM	Y	N
Anaconda		Y	Anaconda Job Service- FSJS	Joe Strelnik	307 E. Park	Anaconda, MT 59711				
Anaconda			Anaconda Job Service- JOBS	Linda Case	307 E. Park	Anaconda, MT 59711				
Anaconda	Y		Anaconda Local Development Corp.	Jim Davidson	P.O. Box 842 118 E. 7th	Anaconda, MT 59711	553-5538	MAC	N	Y
Anaconda	Y		Anaconda Ministerial Association	Rev. J. Lawson	208 E. Third St.	Anaconda, MT 59711	563-5390	None	N	N
Anaconda		Y	Career Futures	Brian Nash	Vo-Ed Annex 400 Main	Anaconda, MT 59711				
Anaconda			CEP Council Chair	Mike Kahoe	P.O. Box B	Phillipsburg, MT 59858				
Anaconda			City of Anaconda, City Manager	Cheryl Beatty	800 S. Main	Anaconda, MT 59711				
Anaconda	Y		Dept Public Health & Human Services	Patti Guiberson	307 E. Park Suite 305	Anaconda, MT 59711	563-3448	IBMW	Y	N
Anaconda		Y	Family Services	Dick Harris	307 Park Room 204	Anaconda, MT 59711				
Anaconda		Y	GEP Private Industry Council	Bob Francisco	P.O. Box 1250	Anaconda, MT 59711				
Anaconda			Hearst Free Library	Denny Corigan	401 Main Street	Anaconda, MT 59711				
Anaconda			Job Corps Center	Bill Case	1407 Foster Creek Rd	Anaconda, MT 59711				
Anaconda		Y	JTCC	Helen S. Kellicut	981 Gemback Rd	Deer Lodge, MT 59722				
Anaconda			Mental Health Services	Lorene Frighard	307 E. Park Ave	Anaconda, MT 59711				
Anaconda	Y		MSU Extension Service	B. Andreozzi	800 S. Main Courthouse	Anaconda, MT 59711	563-8421	IBM	N	Y
Anaconda			Public Health Service	Linda Best	115 W. Commercial	Anaconda, MT 59711				
Anaconda	Y		Voc. Rehab Warms Springs Office	Cindy Marshall	Drawer D	Warm Springs, MT 59756	693-7158	IBM	N	N
Anaconda			CEP Council Deerlodge Co Rep	Buzz Galle	2210 Lost Creek Rd	Anaconda, MT 59711				
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	449-3981		

A Proposal Submitted to:
Department of Labor and Industry
State of Montana
P.O. Box 1728
Helena MT 59624-1728

Billings/Yellowstone County One-Stop Information System

Submitted by:

Human Services 2,000 Committee
c/o Billings Job Service Center
624 N. 24th St.
Billings MT 59101

Contact Person:
Wendy Keating
406-248-7371; 406-248-7002 (Fax)

October 31, 1995

Introduction

The *Billings/Yellowstone County One-Stop Information System* is a project of the *Human Services 2,000 Committee*, a coalition of human service and governmental agencies which have pooled their resources to provide the public with user friendly electronic access to information about job training and employment services and other human services for children, youth and families residing in *Yellowstone County*, Montana. The vision for this one-stop information system is *to promote self-sufficiency and independence of individuals and families by offering a coordinated, user-friendly information system that empowers the client.* The goals of the project are to provide the consumer with streamlined access to information about job training and placement and other aspects of the human service system; to develop mechanisms for interagency cooperation and information sharing, to create electronic communication links among agencies participating in the system, and to develop a system of data analysis that assures accountability to the consumer and the general public. The means for providing access to the *One-Stop Information System* is an *Information Kiosk* located in the *Parmly Billings Library*. This kiosk will house computer terminals through which consumers can access an extensive database of community services and receive direction about which services might meet their needs.

About 5% of the population of *Yellowstone County* uses multiple human services for job training and placement, financial assistance, food, health and adult education. Over 80% of the population makes use of public or private human services in the course of a year. At present *Yellowstone County* has more than 300 public and private agencies and groups providing some type of human services to community residents. The range of services includes prevention and protective services, income assistance, transportation, job training and placement, food and nutrition, shelter and clothing, fuel assistance, small business loans, medical treatment, mental health services, adult education, and public health. From the point-of-view of the consumer of services, approaching the various human service agencies and groups is a daunting experience. It is not unusual for a client who needs multiple services to have to consult several agencies, each with a different form to fill out, eligibility criteria, and procedures.

From the agency point-of-view, the complexity of human services in *Yellowstone County* represents some duplication of personnel, resources, and effort. In order to deliver human services in the most cost effective manner and to avoid major gaps in service, it makes sense to organize local human services in a more streamlined way. More importantly to serve the human service client better, it seems wise to use the latest in technology to provide readily accessible information about how the human service system works and to simplify the processes for collecting and disseminating information.

Section 1: Universality

The One-Stop Information System intends to incorporate information for consumers on job training and placement services available in the area, as well as information about the whole range of human services in Yellowstone County. To ensure that the system is available to anyone in Yellowstone County who is seeking information, the One-Stop Information Center will be located in an electronic kiosk at a neutral site, the Parmly Billings Library, and will be available free of charge to anyone who comes to the library in person or accesses the database over the telephone or via modem. All telephone calls to the library from within *Yellowstone County* are free except from the community of Laurel where long distance calls are $.25 for one minute.

The database contains information about all of the public and private human services in *Yellowstone County*; including name, location, telephone number, eligibility criteria, cost, limitations, contact person or persons, and accessibility for persons who are elderly or disabled. The kiosk is staffed by an *Information Specialist* who can explain the operation of the database and can help consumers interpret the information they receive. The *Information Specialist*"s function is to listen to consumers' requests and help them determine a plan of action which will take them to the agencies and services which are most likely to meet their expressed needs.

The kiosk also supplies walking maps which show the downtown locations of *Yellowstone County Office of Human Services, Billings Public Schools Administration, Job Service, Adult Education,* Ask-a-Nurse, *Deering Clinic, Rescue Mission, Women's Shelter, Montana Legal Services, American Civil Liberties Union, Parent Connection St. Vincent de Paul Thrift Store, YMCA,* and *Human Resources Development Council.* Following this map, an individual can walk to offices within a twelve block radius that provide financial assistance, Food Stamps, job training and placement, basic literacy and GED training, public health services, low cost clothing and furniture, parenting information, legal services, day care, and small business loans.

The information kiosk is located near the transportation hub for the MET bus line that serves the whole city of Billings. The MET operates buses with wheelchair lifts and other access features. In addition, the Parmly Billings Library and the information kiosk are accessible to persons with disabilities using the Special Transportation system.

The database in the information kiosk will be updated continuously by the *Information Specialist* and a *Data Entry Clerk* so that the information remains current. About 80% of information on human services in *Yellowstone County* changes in some way during the course of a year so it is important that these changes be quickly incorporated into the database and made available to the general public.

Section 2: Customer Choice

A. Choices on ways to receive information

Consumers can access the community services database in person at the library during library hours seven days per week or from home or work site by telephone or modem 24 hours per day. Specific inquiries can be answered by the Information Specialist at the library who can provide printouts of any information requested by the consumer. In addition, the consumer can go directly to a service agency and access the database with the assistance of an agency worker or via telephone or modem.

In the second phase of the project, public schools will be added as sites for accessing the service. The three public high schools and the Career Center are already electronically connected to the library system; in the future the elementary schools in the Billings district will also soon be connected. The school district intends to have its school libraries open in the evenings to allow public access to the whole library system, including the service database..

B. Choices on types of services

The Yellowstone County One-Stop Services database includes information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, plus information about a full range of other community services, including prevention and protective services, income assistance, transportation, food and nutrition, shelter and clothing, fuel assistance, small business loans, medical treatment, mental health services, adult education, and public health. In Phase II, the plan is to incorporate the Montana Career Information System as an additional, independent offering.

The hoped-for outcomes for every individual who comes in contact with the *Yellowstone County One-Stop Information System* are that (a) the individual will be thoroughly and impartially informed about the services with potential to meet his or her expressed needs, (b) information and assistance will be provided in a clear, direct manner with the least possible complication for the consumer, and (c) the information and assistance provided will enhance the individual's ability to meet personal needs or to develop greater independence and self-sufficiency. Since the electronic database is not operated by any particular agency and access to it is through a neutral public agency, the consumer will have greater assurance that the information he or she receives is being provided in an objective manner. Decisions about whether to become involved with a particular agency or service are left entirely to the consumer. The Information Specialist is available to answer questions and seek further information if the client requests it.

The Information Specialist has the further duty to be well informed about the service system in general and able to explain to the consumer the eligibility criteria and limitations of various types of services. The Information Specialist is to assist the consumer with putting together a "package" of services designed to meet the consumer's expressed needs. Rather than going from agency to agency and hearing only about what each agency individually provides, the consumer will instead be given the a broader picture of the full range of potential services.

C. Single point of entry

The intent of this project is to set up a system which will allow the consumer to begin the process of establishing eligibility for all of the services needed by filling out a common intake form that can be used by multiple agencies. In Phase II of the One-Stop Information System project, the Human Services 2,000 Committee plans to develop a system for sharing basic information about clients among the consortium of public human services agencies that are included in the information and referral system. This information process will be made possible by completing the following activities: (a) developing confidentiality guidelines for sharing information, (b) designing a common intake form which provides basic demographic data that, with the client's permission, can be shared among agencies, (c) using an individual's Social Security Number as an identification number for the system, (d) where possible, utilizing the same software to share client information via modem, and (e) sharing client information via fax and eventually electronic mail.

During the second and third years of the project, the agencies participating will be invited to join an online communication system using a simple, electronic communication software package like *First Class* (SoftARC, Inc.) or similar software. The software selected will need to be available for Macintosh or Windows environments, and must be inexpensive enough for smaller agencies to be able to afford its purchase.. Those involved in the communication system will be able to use electronic mail, online chat, and file retrieval features. With these communication vehicles, the agencies in the network will be able to make instant referrals of clients and transfer client files immediately. At this point, information exchange will be entirely paperless.

The electronic mail (e-mail) network will begin with the agencies involved in the *Human Services 2,000 Committee*. Once the network is working successfully for these agencies, the opportunity to join the network will be offered to all 300 human service agencies in *Yellowstone County*. Any organization with a computer and a modem will be able to purchase for a nominal fee a communication software disk and receive training in how to use the system. Eventually, it is hoped that all human service agencies in *Yellowstone County* will be online making referrals and sharing information quickly.

Section 3: Integration of Services

A. Participating programs and the operating agencies

To serve consumers better and make more efficient use of public dollars, a group of government agencies, including representatives of the Department of Public *Health and Human Services*; the Department of *Labor and Industry*; the *City of Billings*; and *Yellowstone County*, formed a coalition called the *Human Services 2,000 Committee*. To realize the vision of the *Human Services 2,000 Committee*, the group expanded its membership to include private nonprofit corporations and governmental agencies as well as publicly-funded human service agencies. The expanded committee includes the following local lead agencies: *Job Service; YWCA Women's Services; Project Challenge; Parmly Billings Public Library; Yellowstone City/County Health Department; Billings Public Schools; Parents, Let's Unite for Kids,; Yellowstone County Head Start*; *Community Seven Public Access Television*; *Yellowstone County United Way*; *Human Resource Development Council*; and *Montana State University-Billings*. Other agencies like *Youth Court*; *Parent Connection*; *Indian Health Services*; *In-Care Network*; *Rescue Mission/Women's and Children's Center*; Billings *Family Services*; and the Billings *Food Bank* have expressed an interest in participating when the system has become operational.

B. Description of local lead agencies

Job Service

Job Service has provided leadership throughout the planning process for the One-Stop Information System. This agency will assist with adding to the database information on U.S. Department of Labor employment and training programs, including: Wagner-Peyser Act, Job Training Partnership Act (various agencies), Veterans Employment and Training, Trade Adjustment Assistance, and North America Free Trade Act.

Vocational Rehabilitation

The local office of Vocational Rehabilitation and Visual Services offers clients with disabilities vocational assessment, training and placement services. VR provides vocational services for individuals who have (a) been injured on the job and need retraining for a new occupation, (b) acquired disabilities through accident or illness, or (c) had disabilities from birth.

Project Challenge

Project Challenge is a job re-training program operated by the AFL-CIO. The purpose of the project is to assist workers who have been affected by lay-offs or downsizing and who are needing to update their skills and seek employment in new areas.

YWCA Women's Services

YWCA Women's Services provides career planning and job location services for women who have limited skills and experience in the job market. This program offers skill assessment, skill development, job counseling, and placement services for displaced homemakers or other women newly in the job market.

Parmly Billings Library

The *Parmly Billings Library* provides information services to more than 80,000 urban and rural patrons in Billings and *Yellowstone County* through a collection of traditional library materials; including books, periodicals, records, journals, magazines, newspapers, phonograph records, films, videos and CD-ROM's; and through a sophisticated array of online services. The library's catalog is electronically managed and can be accessed from terminals in the library or by dialing in from home computers via modem. The library subscribes to a number of online databases and bulletin boards and has access to Internet through the gateway of the *Western Library Network* (WLN). The library subscribes to databases indexing general magazines and business periodicals in which a large percentage of the cited articles are available in full text versions, which may be printed. In addition, the library operates a telephone dial-up system which allows customers to access the catalog of the *University of Montana* Library and the *Montana State University* Library, an online dictionary, and an online index of periodicals.

Because of its existing, extensive electronic information system, *Parmly Billings Library* has been chosen as the site for the electronic *Information Kiosk* being proposed in this project. The library, which is open 7 days per week and during the evening on Monday through Thursday, is located downtown in Billings where it can be accessed easily by public transportation and where it is within walking distance of many of the key agencies providing human services. The library has a positive, user-friendly reputation in the community so it is a comfortable environment for individuals to experiment with new technology.

The *Parmly Library* uses the Dynix System as its electronic management system. The Dynix System contains 6 modules, one of which, the Community Resources Module, will serve as a *One-Stop Information System* consisting of four parts: a listing of organizations with descriptions, a continuously updated calendar of events, topical news about community events, and anonymous queries to be accessed via modem, telephone or terminal input. The dial-up query system would enable customers to call the library 24 hours per day and ask questions about community services or events. The calls would be returned by the *Information Specialist*, or Online with a Library volunteer or reference librarian. Currently, the *One-Stop Information System* module is not in use, but it will be activated through this *One-Stop Information System* Project.

Parents, Let's Unite for Kids

Parents, Let's Unite for Kids (PLUK) is a nonprofit corporation which provides information and support to families of children with disabilities and chronic illnesses. PLUK has been selected as one of the local lead agencies for the *One-Stop Information System* because of its ten years experience in operating a human services database and because of the organization's expertise in adapting online services for use by persons with disabilities. PLUK is a stable organization with long term sources of funding, an experienced staff, numerous connections to other agencies, an active Board of Directors and Advisory Board, and a well-established reputation for expertise in information systems and online communications.

Yellowstone City/County Health Department

The Yellowstone City-County Health Department is a major provider of comprehensive health care, education and prevention services to all people in the region. It is divided into two divisions--the community Health Services Division which includes AIDS/HIV Services, Better Babies--Miami Project, Breast and Cervical Cancer Detection Project, Communicable Disease Services, Deering Clinic, health Care for the Homeless Services, Immunization Services, Maternal child Health Program, School Nursing Service Program, Sexually Transmitted Disease Clinic and Special Supplemental Food Program for Women, Infants, and Children (WIC) and the Home Health Services Division which includes Home and Community Services Program, Private Home Care, and the Visiting Nurse Service Program. Vital statistics and Environmental Health are also included as programs within the Health Department.

Yellowstone County Office of Human Services

The Yellowstone County Office of Human Services administers several programs, including public assistance, Aid for Dependent Children, food stamps, Medicaid, and the medically needy program. This agency is the source for assistance to meet basic needs for individuals who are disabled, unemployed, or unable to work.

The Billings Public Schools (School District No. 2)

The Billings Public Schools provide education for students in Kindergarten through 12th grade and special services like special education, adult basic education, Active Parenting, and Even Start. The school district operates 24 elementary schools, 4 middle schools, three high schools and a technical school called the Career Center. The public schools come into contact with many community residents, whether or not these individuals have students enrolled in school. In Phase II of this project, the local public schools will become part of the information network and through their libraries will offer access to the One Stop Information System.

Yellowstone County Head Start

Head Start, which has been in Billings since the program's inception under HEW in 1965, has become a model of collaboration with other agencies. For example, with support from the *U.S. West Foundation*, the *Yellowstone County Head Start* has developed a unique collaborative program with *Even Start* and *Adult Education*. Other successful *Head Start* collaborations include assisting *Young Families* (pregnant teens); providing an inclusive setting for preschool special education programs from the *Billings Public Schools*; and hosting the *Expanded Food and Nutrition Education Program*.

Head Start representatives to the *One-Stop Information System* Project are sharing their expertise in collaboration and their broad knowledge of services for disadvantaged children and families. They are also assisting with practical suggestions for making the system as user friendly and non-threatening as possible.

Community Seven Public Access Television

Community Seven Public Access Television is a local access channel dedicated to programming in the public interest. The station is located in the Lincoln Education Center in close proximity to the *Parmly Billings Library*. *Community Seven* has down-link capabilities and is cable-wired to all the major educational institutions in the community, including both *Montana State University-Billings* and *Rocky Mountain College*, and the two major hospitals, *Deaconess Medical Center* and *St. Vincent Hospital and Health Care Center*.

Community Seven will assist with the *One-Stop Information System* by developing two videos about the program. One video will be 30 minutes in length and will provide audiences with an overview of the system and directions for how to access information. The second video will be a 30 second spot to be used as a public service announcement to advertise the availability of the information system. *Community Seven* will also provide free publicity for the *One-Stop Information System*, including interview programs, live footage of the system in operation, and continuous advertising on the channel's Community Events Calendar.

Yellowstone County United Way

Yellowstone County United Way presides over the largest charitable giving campaign in the area. *United Way* funds 27 Affiliated Agencies and publicizes 12 Unaffiliated Agencies as choices in the annual campaign. Over 225 volunteers support *United Way* through campaign activities in their organizations and businesses. *Yellowstone County United Way* has recently completed a major strategic planning effort which calls for greater donor choice in *United Way* charitable giving, more accountability to the donor as "customer," year round communication with the public concerning *United*

Way agencies, and a *Community Needs Assessment* to establish priorities and help to focus giving to the greatest areas of need.

As one of the originators of the Community Needs Assessment, *United Way* will contribute to the *One-Stop Information System* Project expertise in data collection and analysis. The information on the usage of the Information System will provide hard data on what community members perceive to be their needs and on which agencies appear to be meeting needs.

Montana State University-Billings

Montana State University-Billings is a unit of the state university system which serves about 5,000 traditional and nontraditional students with liberal arts programs, teacher education, and graduate programs in education, special education, rehabilitation, and business. The faculty of MSU-Billings Department of Rehabilitation has agreed to assist the *One-Stop Information System* Project by helping to conceptualize the taxonomy of human services for the System Database.

Human Resources Development Council (HRDC)

The *Human Resource Development Council* is a nonprofit organization which administers the following programs that provide both direct and indirect benefits to children and youth: commodities distribution, summer jobs program, fuel assistance, loans to small businesses, and the *Ask Directory* (hard copy directory of human services and a resource and referral program for child care). HRDC will be a source of volunteers to work in the *Information Kiosk* at the library.

C. Specific programs to be included in the service database

The One-Stop Information database will include, at minimum, information on the following programs: Food Stamps, Public Assistance, AFDC, WIC, immunizations, County Medically Needy Program, Social Security, Supplemental Security Income (SSI), Supplemental Security Disability Income (SSDI), Survivors' Benefits, GED, Adult Basic Education, postsecondary education, proprietary schools, Veterans programs, child care, disability services, legal aid and private charities.

C. Community partnerships

The Human Service 2,000 Committee represents a unique coalition of public and private human service agencies. The original committee, which has been meeting more than a year to plan the information system, consists of local representatives of the Departments ; *Labor and Industry*; *Public Health and Human Services*; and representatives from the *City of Billings*; and *Yellowstone County*. The expanded working committee includes the following private nonprofit corporations and governmental agencies as well as publicly-funded human service agencies: *Job Service; YWCA*

Women's Services; Project Challenge; Parmly Billings Public Library; Yellowstone City/County Health Department; Billings Public Schools; Parents, Let's Unite for Kids,; Yellowstone County Head Start; Community Seven Public Access Television; Yellowstone County United Way; Human Resource Development Council; and *Montana State University-Billings*. Other agencies like *Youth Court*; *Parent Connection*; *Indian Health Services*; *In-Care Network*; *Rescue Mission/Women's and Children's Center*; Billings *Family Services*; and the Billings *Food Bank* have expressed an interest in participating when the system has become operational. All of these agencies have expressed interest in being included in the service database and in considering methods for exchanging intake information so that clients do not have to make the rounds of agencies in order to get all the services needed.

Section 4: Outcome Base

A. Measurement of effectiveness and consumer satisfaction

One of the major purposes of the *One-Stop Information Project* is to collect data on the interactions with participating agencies, the efficiency of the system itself, impact of the availability of the Information and Communication Systems, and on the effectiveness of the process for implementing the system. The Project will collect frequency data in the following ways: electronic records of number and types of inquiries; demographic data on users; and frequency of contacts with individual agencies. Satisfaction data will be collected in two ways. Individuals who access the database in person will be given follow-up postcards on which they can indicate whether or not the information they received was accurate and helpful. In addition, questions concerning the usefulness of the information system will be included in the annual survey of households conducted by the City of Billings.

To gather more specific satisfaction data, project staff will hold focus group discussions with targeted groups of consumers (e.g., persons with disabilities, senior citizens, low income families) to compile their opinions on the information system.

Analysis of all of the data collected should give a comprehensive picture of the value of the *One-Stop Information System* as an information source for the general public and as a tool for greater agency efficiency.

B. Use of evaluation data

Data collection will begin as soon as the service database is operational and will be a part of all aspects of the project. Evaluation of the system will provide data about what services are being used by the public and where there are gaps in the system. Service gaps will be identified by recording how often the database was not able to supply information about a service that a consumer requested. If a service is frequently requested and not

available or not able to take on more clients, this information will indicate a need to address a gap in service.

Information gleaned from the system will be available in Annual Reports which can be used by *Billings/Yellowstone County* and by other communities in their planning processes. In terms of *Billings/Yellowstone County*, the project plans to supply data to the *Community Needs Assessment* which is a county-wide survey of the public's perception of human service needs. The data from the *One-Stop Information System* on frequency of usage and on service gaps will be useful in identifying the topics in the next *Community Needs Assessment* Questionnaire.

Section 5: Administrative Section

The *One-Stop Information System* Project has three implementation components: (a) creation of a human service database and development of an *Information Kiosk*, (b) online agency information sharing, and (c) online agency communication

A. Creation of a Service Database and Information Kiosk

Creation of the service database is expected to include the following activities over a four month period: conceptualization of the database, collection of agency information, and data entry. Much of the data needed already exists in hard copy directories produced by HRDC, *United Way*, and other community organizations and in a database housed in the library at *Montana State University-Billings*. This information will have to be updated and corrected before being entered into the new system. The taxonomy for the directory will be an adaptation of the UWASIS II Taxonomy of Social Goals and Human Service Programs published by *United Way* of America. Data entry itself will require about 2 1/2 weeks of full time work. The system will then have to be tested and "de-bugged" to make sure that it is fully operational before it is opened to the public.

Work on the *Information Kiosk* will occur simultaneously with the development of the service database. This process will include design of an information booth, location of computer terminals and a printer, purchase of furniture, and networking and integration of equipment into the library's existing system. These activities are expected to take four to five months.

B. Agency Information Sharing

Implementation of the agency information sharing aspect of the project is expected to be the most challenging and time consuming component. Over a year's time the agencies involved in *Human Services 2,000* will form working committees to complete two activities: (a) development of interagency confidentiality policies to identify which types of information may be shared between agencies and how that information is to be shared, and (b) design of a standard intake form which can be used by all participating agencies

to elicit initial demographic and eligibility information from clients (See Appendix.). Production of a draft of the confidentiality guidelines is expected to take at least eight months with a final draft available after two months of review. The standard intake form which can be used online as a template is estimated to require seven months of preparation with an additional two months for review and template design.

C. Agency Communication

Developing an e-mail system for regular online chat among agency personnel is an activity to be implemented in two phases. The first phase will be to develop a small system among the 21 agencies involved in the *Human Services 2,000 Committee*. With this network, the business of the Project can be conducted electronically and any difficulties with the system can be worked out with a smaller group. Once the smaller system is functioning well, the communication software will be offered to the over 300 human service agencies in *Yellowstone County*. The software chosen for communication in this project will be a simple, icon-based electronic communication software package which is available in versions that are compatible with practically any computer hardware. The Project would purchase multiple user disks so that individual disks could be made available at nominal cost to agencies choosing to participate. The larger e-mail network is intended to be operational in Year 3 of the Project.

Goals and Objectives

To guide the implementation of the project's action plan, the *Human Services 2,000 Committee* has developed the following process goals and objectives:

1.0 To provide the consumer with online access to the Billings/Yellowstone County human services system

1.1 Create a database of human services in *Yellowstone County*

1.2 Provide access to the database in person, through a designated telephone line, or via modem and personal computers

1.3 Create an *Information Kiosk* at the *Parmly Billings Library*

1.4 Implement a system for continuous updating of information

1.5 Provide consumers with a walking map showing the major agencies in downtown Billings

2.0 To develop mechanisms for interagency cooperation and information sharing

2.1 Create a common intake form

2.2 Use the Social Security number as a common ID

2.3 Compose an interagency agreement for information sharing

2.4 Develop guidelines for confidentiality of information

2.5 Work toward interfacing of computer systems

2.6 Purchase the equipment and software for an electronic system of client data exchange

2.7 Develop a system for tracking clients to assure that their needs are met in the most expeditious manner.

3.0 To create electronic communication links among agencies and organizations in the One-Stop Information System

3.1 Provide electronic communications training to 21 agencies

3.2 Bring 21 agencies onto the *First Class* communication system

3.3 Test system over several months of project communications

3.4 Demonstrate communications for potential participants

3.5 Offer software and training to new participants

3.6 Expand communications system and test

3.7 Implement expanded interagency online chat capabilities

4.0 To create a system of data analysis that assures accountability to the consumer and the public

4.1 Analyze data annually to determine high priority need areas

4.2 From data, identify service gaps and areas of duplication

4.3 Analyze level of consumer satisfaction with the information referral system and with the services they receive

4.4 Determine cost/benefit ratio

Summary

The *Human Services 2,000 Committee* has developed a plan for coordinating information exchange among agencies and creating a service database as a means for providing the public with information about human services. This information exchange and referral system is viewed as a way to consolidate some services among agencies and to provide better direction for consumers who need services. The system will also provide data about what services are being used by the public and where there are gaps in the system.

The *One-Stop Information System* Project is designed to result in a number of beneficial outcomes over a three year period. These outcome objectives include:

- Greater awareness by at least 1,500 individuals in the region of the potential for online information sharing
- The empowerment of 500 or more individuals to seek information for themselves through the *One-Stop Information System*
- Greater efficiency in processing requests for assistance from at least 250 persons using the *One-Stop Information System* to contact participating agencies
- Streamlining of the intake information gathering process of 20 or more human service agencies in *Yellowstone County*
- Enhanced communication among at least 30 human service agencies using online chat features of the *One-Stop Information System*

APPENDIX : TWENTY QUESTIONS

DRAFT

BILLINGS/YELLOWSTONE COUNTY
COMMUNITY SERVICES INFORMATION FORM

Name of Person Acting in Behalf of Applicant: _____

Relationship to Applicant: _____ *Telephone Number:* _____

Address of Individual Acting in Behalf of Applicant:

_____
Street Address *Apartment Number*

_____
City Zip Code

Name of Applicant: _____

Birth Date of Applicant: _____ Social Security Number of Applicant: _____

Address of Applicant:

_____
Street Address Apartment Number

_____
City Zip Code

CITIZENSHIP

Is the applicant a citizen of the United States? Yes ___ No ___

If the applicant is not a citizen of the United States, does the applicant have the legal right to remain in the United States? Yes ___ No ___

APPLICANT'S RESIDENCE

Check one of the following:

_____ owns home _____ live with relatives or friends

_____ rents _____ other (please explain) _____

Length of Time Applicant Has Lived in Yellowstone County: _____

TELEPHONE

	Number
_____ Work Telephone	_____
_____ Home Telephone	_____
_____ Message Telephone	_____
_____ No Telephone Available	

DRAFT

HOUSEHOLD RESIDENTS (besides applicant):

Name (first and last)	Birth date
_____	_____
_____	_____
_____	_____
_____	_____

APPLICANT'S INCOME

Monthly Wages	Employer
_____	_____

APPLICANT'S OTHER SOURCES OF INCOME
(e.g., savings, Veterans' benefits, disability payments, Social Security, public assistance)

Monthly Income	Source
_____	_____
_____	_____

SERVICES NEEDED BY APPLICANT: (Check all that apply)

_____ Emergency Assistance
_____ Financial Assistance
_____ Physical Health
_____ Dental Care
_____ Mental Health
_____ Chemical Dependency
_____ Housing
_____ Rent Assistance
_____ Assistance with Utilities
_____ Transportation
_____ Job Training
_____ Job Placement/Counseling
_____ Literacy
_____ GED
_____ Child Care
_____ Child Support
_____ Legal Assistance
_____ Disability Services
_____ Other _____

I authorize the information on this form to be shared with the following agencies:

_____

_____

_____

Signature of Applicant Date

TOTAL P.04

BILLINGS

Electronic Kiosk Center in the Parmly Billings Library. (Service Directory).
Staffed by an Information Specialist supported by a Data Entry Clerk.
Supported by Project Manager, System Manager and Data Base Tech.
Work toward common exchange and referral between agencies.
Communication and E-mail among agencies.
(First Class as the gui online communication system.)
Marketing plan and public education.
Parmley Billings Library:
Library Dynax systems for 82 libraries' automation. Use community resources module.
On Summinet; hard wired frame relay schools, 9 dial-in lines, fiber optic backbone.

	Year 1	Year 2	Year 3	Future
Personnel	$109,872	$111,205	$116,765	
Fringe	$28,295	$29,709	$31,194	
Supplies	$7,370	$7,050	$7,150	
Equipment	$21,900	$11,400	$11,000	
Equipment Maintenance	$2,400	$2,400	$2,500	
Telephone	$2,182	$2,200	$2,300	
Duplicating	$6,165	$6,000	$5,900	
Postage	$1,032	$1,060	$1,100	
Insurance	$1,500	$1,580	$1,600	
Publicity	$21,000	$15,500	$15,500	
Training	$23,718	$30,700	$31,736	
Totals	$225,434	$218,804	$226,745	$0

(Billings' Estimates)

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Billings			AARP- Older Americans Act		2822 Third Ave. N., Room B-1	Billings, MT 59101				
Billings		Y	Adult Ed. / School District #2	Mike Joyce	415 N. 31st	Billings, MT 59102				
Billings		Y	AFL-CIO Project Challenge	Jeff Iams, Becky Ried	500 South 27th Street	Billings, MT 59101	258-8513			
Billings			Billings American Indian Council		PO Box 853	Billings, MT 59101				
Billings			Billings Area Chamber of Commerce		PO Box 31177	Billings, MT 59107				
Billings	Y	Y	Billings Job Service	Wendy Keating	624 N. 24th St	Billings, MT 59103	448-7371	IBM	Y	Y
Billings	Y		Billings Public Schools/ Adult Ed	Jim Reno	415 N. 30th St	Billings, MT 59101	255-3590	IBMW	N	Y
Billings			City of Billings, Mayor	Richard Larson	PO Box 1178	Billings, MT 59103				
Billings		Y	COR Enterprises	Bill Fortune	200 S. 24th St	Billings, MT 59101	248-9115			
Billings		Y	Council of Commissioners	Don Taylor	Star Route, Box 9	Belfry MT 59008	644-3203			
Billings		Y	District VII HRDC	Monica Tvetene, Billie	Box 2016	Billings, MT 59103	247-4742			
Billings			District VII- HRDC	Carl Visser	17 North 31st St	Billings, MT 59101				
Billings		Y	DPHHS- JOBS	Linda Snedigar, Dan	1211 Grand	Billings, MT 59101	256-0274			
Billings	Y	Y	DPHHS- Vocational Rehabilitation	Dan Grey, Dan Giege	1211 Grand Ave	Billings, MT 59107	248-4801	IBM	N	Y
Billings		Y	Easter Seals/Goodwill Industries of MT	Shelly Okshess	1130 Sixteenth St. W., Alpine	Billings, MT 59102	252-9600			
Billings			Green Thumb	Robert Maki	320 W. Broadway	Lewistown, MT 59457				
Billings	Y		Housing Authority of Billings	Lucy Brown	2415 1st Ave N.	Billings, MT 59101	245-6391	IBM	N	N
Billings		Y	Job Service Employers Committee	Terri Glasgow	45 S. 7th St. W	Billings, MT 59102	248-8866			
Billings			JTCC	Diane Ruff	PO Box 1301	Billings, MT 59103				
Billings			Mental Health Center		1245 N. 29th	Billings, MT 59101				
Billings			MSU Billings College of Technology	Career Services	1500 N. 30th St.	Billings, MT 59101				
Billings		Y	MSU- Billings	Margene Bernhart	1500 N. 30th St.	Billings, MT 59101	657-2168			
Billings		Y	Parmly Billings Library	Bill Cochran	510 N. Broadway	Billings, MT 59101	657-8292			
Billings			Private Industry Council-Badgewest Award	Gini Jones	1629 Ave D, Suite 3	Billings, MT 59102				
Billings			Rocky Mountain College		1511 Poly Drive	Billings, MT 59101				
Billings	Y		Redux of Montana Inc.	Wallace C. McLance	PO Box 1133	Billings, MT 59103-113	245-5757	IBM	N	Y
Billings		Y	Rural Education Opportunities, Inc.	Jerry Ferrell	PO Box 20264	Billings, MT 59104	256-1140			
Billings			The Women's Center/ YMCA	Emy Labeau	909 Wyoming Ave	Billings, MT 59101				
Billings			Yellowstone Co- Dept of Family Services		2508 Third Ave. N.	Billings, MT 59101				
Billings			Yellowstone County Commissioner	Mike Mathews	Yellowstone Courthouse	Billings, MT 59101				
Billings	Y		Yellowstone County Health Department	Michelle Reed	PO Box 35033	Billings, MT 59107	247-3240	IBM	N	Y
Billings		Y	Yellowstone Human Services Office	Gary Huffmaster	111 North 31st	Billings, MT 59101	256-6988			
Billings		Y	YMCA of Billings	Charney Gonnerman	909 Wyoming	Billings, MT 59101	252-6303			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR BOZEMAN

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number	Person who wrote this Plan Signature, Address, Phone number
X Toni Cody	X Kathleen McNeill
Toni Cody Career Transitions 321 E. Main, Suite 215 Bozeman, MT 59715 (406) 587-1721	Kathy McNeill Professional Development Center Rm 130 Mitchell Bld Helena, MT 59620 (406) 444-3774

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Focus on Gallatin County.

Major Employment sector--establishment data

Agriculture:	63
Wholesale/Retail Trade:	738
Manufacturing/Construction:	529
Services:	840
Transportation/Utilities:	45
Government/Education:	107

Demographics:

Size of labor force:	35,777
Unemployment Rate:	2.3%
New business firms:	137
Other Factors:	
Job Openings:	[illegible]

2. Indicate the "LOCATION" of your One-Stop Career Center:

X Multiple locations, with designated staff providing information and referrals.

SECTION 1– UNIVERSALITYI. Describe how information on services available through the One–Stop Career Center will be available to all customers in the service area:

Local Access Network

What we want: Resource/Outreach information to customers

–Client Option

.local

.region

.state

.home based dial in access

–Resource data sort

.to find where to go for specific services

SECTION 2– CUSTOMER CHOICE

A. Explain how your One–Stop Career Center will provide choices for customers on ways to receive information.

–Accessible to all agencies.

–Public access

Computer access:

.Kiosk

.Public Library computer access with brochures/ written

Personal access:

.Knowledgeable staff at agencies – for assistance in system access

.Staff would also update resources list

.800 number for answering questions

.May use volunteers

II. Explain how your One–Stop Career Center will provide choices for customers on types of services available.

Profile form on computer

.preliminary 'sort' by computer to help identify referrals

Information by subject.

. Include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services,

. Other supportive services for barriers to employment

.housing, child care, adult daycare, transportation, disability, medical.

III. How will your One–Stop Career Center allow a single point of entry into any of the programs the customer chooses?

Assessment and Referral Phase

–Assessment begins at whatever door they walk into.

_Entry available at any "door" they walk into, but they will still need to "apply" for services.

–Pre–assessment to gather information from client

–Entry information available to all agencies, but not used unless customer seeks service there.

_Customer or agency can keep information individually; when client wants further services, entry information goes into system.

–Customer signs release of information at entry.

–PROFILE (Common Intake form or pre–assessment form)

.Gathering info

.Preliminary 'sort' by computer to help identify referrals

.Depends on level of questions– ie disabled, Native American

–One central place to keep referrals updated.

–Kiosk or other computer access is available for clients is they chose, but some customers may need human touch, which would be available at agencies.

SECTION 3– INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

Primary– direct services

Programs	Agency
JTPA - 8% and ILA	Career Transitions
Employment and training	Career Transitions
Single/Displaced Homemaker	Career Transitions
JOBS, JOBS/UP, FSIS	Career Transitions
Carl Perkins - Computer literacy	Career Transitions
Carl Perkins - Non-traditional employment for women	Career Transitions
Women in Trades and Technology	Career Transitions
Intensive 5 week job readiness classes	Career Transitions
GED education coordination with Adult Education	Career Transitions
in Bozeman, Three Forks, West Yellowstone, Four Corners	Career Transitions
	Adult Education
Employment counseling	Career Transitions
	Job Service
Job Seeker's workshop	Job Service
Unemployment insurance	Job Service
Green Thumb	Job Service

JTPA Youth Program, Adult Program, Dislocated Workers	Job Service
Wagner-Peyser Act	Job Service
Veterans Employment and Training	Job Service
Trade Adjustment and Readjustment Assistance	Job Service
North America Free Trade Act	Job Service
Youth Employment	HRDC
Teen Parent Program	HRDC
Youthbuild	HRDC
Jobs for Montana's Graduates	HRDC
JOBS/FSIS for youth	HRDC
Gallatin County Prevention Coalition	HRDC
Capitol Opportunities	HRDC
Section 8 Housing, Community Land Trust, Emergency Housing Assistance	HRDC
Low Income Energy Assistance Program	HRDC
Head Start	HRDC
Weatherization	HRDC
Case Management Services	HRDC
Headwater's Home Care	HRDC
Gallatin Valley Food Bank	HRDC
Galavan	HRDC
RSVP	HRDC
JTPA 8%	Vocational Services
Career Assessment/Inventories	Vocational Services
Occupational Outlook	Vocational Services
Job Development/Placement Services	Vocational Services
Supported Employment Services	Vocational Services
Assistive Technology	Vocational Services
GED on TV	Adult Basic Education
Adult Community Education	Adult Basic Education
Bozeman Public School Diploma Program	Adult Basic Education
EDUNET	Adult Basic Education
Aid to Families with Dependent Children	Gallatin County Human Services
FS	Gallatin County Human Services
Medicaid	Gallatin County Human Services
Transitional Childcare	Gallatin County Human Services

Secondary– Support

Literacy, Library, Development Corporation, Family Services Program, Chamber of Commerce, Mental Health, County Health, Capital Opportunities, Private Industry Council, City Government, County Government, Project Challenge, Rural Educational Opportunities, Green Thumb, CCC, Sr. Citizens, Housing, Disability Coalition.

Will have continually updating process to reflect congressional changes to programs.

II. Describe the community partnerships established for your One–Stop Career Center. Include methods for maintaining coordination among the participating agencies.

There are several in place. May develop agreement for agencies to participate in system. Existing groups include: Interagency Council, CANB– Community Agency Network for Bozemen (includes case management groups, training planning and development), JOBS Task Force, JTPA 8% Taskforce, Community Action Council (Welfare Reform), JSEC, TBA, GVHRA– Gallatin Valley Human Resource Association, SHRM– Society for Human Resource Management, Mental Health Consortium.

Written agreements exist: Career Transitions/Job Service, HRDC/Career Transitions, HRDC/Job Service, State level agreements with sister agencies, Carl Perkins letters of all kinds.

SECTION 4– PERFORMANCE BASE OR OUTCOME BASE

I. How will your One–Stop Career Center measure customer satisfaction?

Periodic Surveys:

Random sampling of customer satisfaction.

Review of complaints.

Comment sheet given at initial application.

Telephone survey.

Computer generated.

Paper contact.

Complaints:

Referral number.

Will use different techniques at different times.

II. Describe how you will use the information from your measurements.

Submit information or complaints to One-Stop Council.

Evaluate providers for quantity and quality of referrals. Review changes in the number of customers being served.

Monthly One-Stop Council meetings will review and develop an action plan, if need, to improve the system.

Include users in the planning process.

SECTION 5– ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One–Stop Career Center. If your plan includes electroni linking, attach that information.

Doing now– or soon:

Resource directory– updated

Prevention Coalition developed resource info library – printed information, updated by each agency.

Community Network Meetings continue to share and update each other.

to share and update.

Interagency staff cross training– share office for an hour to familiarize what is in each office.

Referral Process– refine and put in use.

Develop the profile form.

Complete Gallatin County Plan – technical surveys.

One Year to two years:

Electronic linking of primary service providers complete.

Electronic referrals.

Add resource information to existing kiosks– in outlying areas, 24 hour accessible Belgrade, Three Forks, West Yellowstone.

Develop resource center in the library.

Customer satisfaction evaluation.

800 access.

Technical assistance available to providers

Five Years:

Add Electronic linking of secondary agencies.

Unified assessment form and client plan: IWRP/ISS/IEP

Implement changes resulting from customer satisfaction evaluations.

2. Identify any obstacles which stand in the way for establishing your One–Stop Career Center.

*Government Policies:

Federal regulations

Congressional actions, unknown direction.

Funding availability and policies for dissemination of money

Sharing information, such as SSI information needed for Vocational Rehabilitation

Forms required.

Funding.

State policies:

- Confidentiality.
- Funding.
- State policy limiting access to systems because of system performance.
- Sharing the information and forms between agencies.

Lack of system

- Hardware
- Software
- Dedicated lines
- 1-800 lines
- Maintenance of equipment, especially public accessed

Training

- Staff training
- Funding
- Facilities for training
- Time away from regular work
- Fear of change
- Stress levels

Other

- Customer Acceptance
- Public training
- Public education
- Maintenance of information/ update of system
- Accessing the right specialists to do the system

BOZEMAN

Electronic Services Directory available to public access.
Add to existing JS kiosk system and library information system.
Add an 800 number for information.
Assessment at entry, profile taken and shared with referral.
Computer assistance with referrals, based on profile.
Electronic exchange of information and referrals.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
Develop Directory for Library System		$600	$120	
800 number service		$100	$2,400	
Referral Information System		$10,000	$300	
Staff Training		$1,000	$500	
Totals		$12,700	$3,430	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Bozeman			Bozeman Chamber of Commerce		PO Box B	Bozeman, MT 59715				
Bozeman	Y	Y	Bozeman Job Service	Dale Siegle	121 N. Wilson	Bozeman, MT 59715	586-5425	IBMW	Y	N
Bozeman			Bozeman Public Library		220 E. Lamme	Bozeman, MT 59715				
Bozeman		Y	Bozeman Schools- Adult Basic Ed	Yvonnne Hauwiller	404 W. Main	Bozeman, MT 59715	585-1522			
Bozeman			Capitol Opportunities of Bozeman		321 E. Main, Suite 300	Bozeman, MT 59715				
Bozeman	Y	Y	Career Transitions	Estela Villaseñor	321 E. Main Ste 215	Bozeman, MT 59715		IBM	Y	Y
Bozeman			City of Bozeman, Mayor	John Vincent	PO Box 640	Bozeman, MT 59715				
Bozeman			County Commissioner	Kris Dunn	Gallatin County Courthouse	Bozeman, MT 59715				
Bozeman		Y	Department of Family Services	Dorothy Filson	220 W. Lamme, Second Floor	Bozeman, MT 59715	585-9984			
Bozeman	Y	Y	District IX HRDC	Jeff Rupp	321 E. Main, Suite 300	Bozeman, MT 59715	587-4486	IBM	Y	Y
Bozeman	Y	Y	DPHHS- OHS	Joan Davies	Courthouse Room 300	Bozeman, MT 59715	582-3010	IBM	Y	N
Bozeman	Y	Y	DPHHS- Voc Rehab	Priscilla Tharp	202 South Black Ave	Bozeman, MT 59715	587-0601	IBMW	N	Soon
Bozeman			Gallatin County Health Department		Courthouse Room 103	Bozeman, MT 59715				
Bozeman			Gallatin Development Corporation		321 E. Main, Suite 413	Bozeman, MT 59715				
Bozeman		Y	Gallatin Valley Literacy Council	Kristi Welsch	PO Box 6276	Bozeman, MT 59715	587-1721			
Bozeman	Y		Green Thumb, Inc	Natalie Cattin	121 N. Wilson	Bozeman, MT 59715	586-5455	IBM	Y	N
Bozeman			JTCC	Steve Nelson	PO Box 3647	Bozeman, MT 59715				
Bozeman			Mental Health Services		211 N. Grand Ave	Bozeman, MT 59715				
Bozeman		Y	MSU- Career Services	Ralph Brigham	Strand Union	Bozeman, MT 59717	994-5483			
Bozeman			NW National Life- PIC	Norma Boetel	PO Box 1511	Bozeman, MT 59715				
Bozeman			Private Industry Council	Larry Duncan	PO Box 957	Ennis, MT 59729				
Bozeman		Y	Youth CARE	Derek Cabera	14044 Gold Ave #3	Bozeman, MT 59715	587-4475			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER SYSTEM PLAN FOR BUTTE-SILVER BOW DRAFT 2

Signatures of Contact People:

Representative of One-Stop Career System	Person who wrote this Plan
Signature, Address, Phone number	Signature, Address, Phone number
X	X
Mary Berg, Career Futures	John Moore, Professional Development Center
44 East Park Place, Butte MT 59701	PO Box 200127, Helena MT 59620
723-9101	

1. Describe the area being served by your One-Stop Career System:

Geographic Area: Butte, Silver Bow County, the southern part of Jefferson County, especially Whitehall.

Major Employment sector -- establishment data

Services	462
Government	54
Retail	289
Utilities 50	
Manufacturing	118

Demographics:

Size of labor force:	17,534 (March 1995, Silver Bow County)
Unemployment Rate:	5.2%
New business firms:	30
Other Factors:	These numbers do not include the southern part of Jefferson County.)
Job Openings:	(looking for data here)

2. Indicate the "LOCATION" of your One-Stop Career System:

Our one stop career system will consist of multiple locations with multiple staff members providing information and services.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career System will be available to all customers in the service area:

See Section 2.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career System will provide choices for customers on ways to receive information.

We defined our customers in three groups:

(1) Clients
(2) Service Providers
(3) Employers

Information on services available to all customers:

All customers will be able to receive information on Service Providers in the area. They will be able to get it through several means (see details below).

Service Directory

We envision a service directory established as a data base in a linked electronic system. For each participating agency, the data base would have these fields:

- Summary of services available
- General elegibility requirements
- Recruitment - job openings
- "Other," such as special projects
- Open block for special announcements
- Contact person or people in the agency

Staff members (coordinator or contact person) in each agency will provide updates into the system about agency's services and eligibility criteria.

Information to clients

Clients need three types of information: (1) where to go to get "in the door" for services, (2) what services are available, and (3) general eligibility criteria.

For the "where" and "what," we propose several methods:

a. Add a service directory to the Job Service Kiosk
b. A staffed information desk answering an 800 number. We will explore the possibility of doing this in conjunction with ongoing efforts by Families First.
c. PSA's, advertisement, public access channel, variety of media.
d. An in-house agency computer will be available for client access to internet.
e. Face to face; the employee of the service provider will be able to pull up the information for the customer.

Other means of communicating "what" -- what services are available:

a. Clients can get some information on available services when they complete a generic application form used by all agencies.
b. In some agencies, clients will be able to use an in-house agency computer for access to the Internet. They can get information on available jobs and services this way.
c. We want to emphasize the ongoing value of face-to-face communication. Service provider employees will be able to give information to clients -- either from their own knowledge or by pulling up service information from a data base in the electronic system.

Information on eligibility criteria (3) for various services will be available, but limited. The generic application form and face-to-face contact are the best means to get this information to clients. However, detailed determination of elibility for any service will remain the responsibility of the agency providing that service.

Information to service providers:

Service providers need four types of information: (1) available services, (2) general eligibility criteria, (3) personal information on individual clients, and (4) information on the operation of the One-Stop Career System.

Service providers will have the same access as clients to (1) and (2) above. The primary means of getting those types of information, though, will come from the service data base in the electronic system.

The primary means of getting client information (3) will be the generic application form used by all

agencies. Information from this form will be entered into the electronic system. From there, all service providers on the system may have access to it.

To allow access to this information, clients will have the option of signing a release and disclaimer on the application form. This will provide permission for the basic personal information to be shared in the electronic system.

Service providers will have access to system information (4) through two means:
a. A coordinator in each agency will monitor developments in the system and provide updates on that agency's services.
b. Participating agencies will have the opportunity to attend regular, informal meetings to discuss the system and to facilitate networking among agencies.

Information to employers:
Employers need three types of information: (1) information on the existence of the One-Stop Career System, (2) information on how the services can help provide qualified employees, and (3) information on individual candidates for employment.

Employers will get information on (1) and (2) through several means: public service announcements, advertising, news articles, and presentations or seminars made available through service clubs, Chamber of Commerce, and the Job Service Employer Council.

Employers will get information on candidates for work through already established means: employer specific information in job service system and the Job Match Hot Line.

B. Explain how your One-Stop Career System will provide choices for customers on types of services available.

Once customers are aware of the available services, they will have access to information about the services through two means: (1) human contact and (2) electronic access. Both of these methods will make the customer aware of the available choices.

Clients will also learn about available services and be able to indicate choices as they complete the generic application / intake form. Employers will learn about choices through labor market information on the system and on the Internet.

C. How will your One-Stop Career System allow a single point of entry into any of the programs the customer chooses?

Many types of information outreach are described in 2.A. above. These direct customers to entry into the system by making them aware of the available services. Where customers chooses to go first will depend on their interpretation of the information.

However, once customers contact any one agency participating in the system, they will enter the system if they choose to seek services. They will complete one application form. Information from that form will go into the electronic system. Staff at the initial point of contact will refer customers to appropriate agencies, which can then retrieve the application information from the system.

SECTION 3- INTEGRATION OF SERVICES

1. List the participating programs and the operating agency(ies) for each.

(List of service providers from Families First attached.)

Employer Services . Economic Development, Job Service, Small Business Center, Chamber of Commerce, Local Development Council, microbusiness loans, Headwaters, SBA, banks, EDA, RECD, SCORE.
Employment . Dislocated Workers, Displaced Homemakers, PCWA, JOBS, job counseling, JTPA, Youth Programs, Training for Homeless, LMI, Corrections, veterans programs, JMG, Green Thumb.
Education . Montana Tech, Division of Technology, Head Start, Library, GED, Literacy Program, Cooperative Education, Internships, vocational education, youth education
Housing . Safe Space, Homeless program, subsidized housing, weatherization, UEAP, Corrections
Health . Family Services, Bood Bank, Meals on Wheels, MIAMI, WIC, Follow Me, Clinic, Immunization, Lead Prevention.
Child Care . 4 Cs, Family First, Mentoring, Big Brothers & Sisters, Hot Lunch
Social Support . Social Security, AFDC, Native American Center, Medicaide, Veterans Affairs, Unemployment Insurance, Senior Center, Dept. of Family Services
Disabilities . Mental Health, Vocational Rehabilitation, transitionsl services, Vocational Evaluation

II. Describe the community partnerships established for your One-Stop Career System. Include methods for maintaining coordination among the participating agencies.

The system will make use of existing partnerships to help establish and maintain the system. Several task forces exist: Interagency Housing, JOBS-Welfare Reform, Job Service Employer Council, advisory committees on ADA and nonprofit agencies, Economic Development Council, Reinvestment Committee, Montana Tech Advisory Groups on Economic Development.

In addition, we plan to establish informal, monthly meetings for anyone working in the system to get or give information and learn more about the system. We stress that these will be decentralized, unstructured, "networking" meetings.

Finally, we will hold an annual meeting of participating agencies to review, evaluate, and plan changes in our system. This will be a structured meeting up to eight hours long.

It would be nice to have a neutral coordinator to facilitate and organize community meetings and update the One Stop Center Sytem when things change.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career System measure customer satisfaction?

1. We plan to conduct system-wide customer surveys biannually. Each agency will survey its client and employer customers. We will develop a common survey; each agency may add elements that are applicable to its own needs.

2. This plan does not preclude agencies from doing their own surveys on a more frequent basis.

3. Some agencies will conduct exit surveys on a regular basis, as customers stop receiving surveys.

B. Describe how you will use the information from your measurements.

We will put survey results on the agenda of the annual meeting. The results will be used to evaluate our system and to plan changes in the system. Each agency will also present results of their own surveys.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career System. If your plan includes electronic linking, attach that information.

    1. Study/analyze electronic linking by 06/30/96.

    2. Develop common application form ~~by~~ _____.

    3. Distribute a computer-based list of all agencies to all agencies ~~by~~ _____.

    4. Start the informal monthly meetings ~~by~~ _____.

    5. Have the complete One-Stop Career System up and running by July 31, 1997.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career System.

    1. There may be liability issues for agencies. The particular area of concern is non-profit agencies referring clients to other service providers, such as a private physician.

    2. Our system will need components to accommodate various disabilities, such as impairments in hearing, visual, or mobility.

    3. We are concerned about getting necessary funding for training, equipment, and staff to establish and operate the system.

    4. We will need to devote efforts gaining community-wide acceptance of the system:
        a. overcoming "turf" issues among agencies
        b. getting community involvement in the system
        c. overcoming an employer bias against clients using the system.

    5. While we have planned to incorporate a "release of confidential information" into our common application form, we need clear information on the issues of privacy and confidentiality, and how our system can accommodate those requirements.

    6. Make sure that on-going funds are provided for the continued support of the 800 number.

    7. It would be nice to be able to reduce documentation requirements. If the information has already been taken by one provider, it should be acceptable for the rest.

BUTTE

Electronic Service directory. Add to JS Kiosk.
Families First has begun the planning for the resource directory.
Staffed 800 number information desk- (Families First?).
Linked service providers. Services, shared application form.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
(Should maintain include heardware, phone support and staff support?)				
800 number service		$100	$2,400	
Automated phone system		$3,000	$300	
Referral Information System		$10,000	$300	
Staff Training		$1,000	$500	
Totals		$15,100	$3,610	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Butte			A.C.M.P	Leo Belanger, PIC	330 Roosevelt Dr	Butte, MT 59701				
Butte	Y	Y	A.L. Alternative School	Linda Mason	Webster Complex	Butte, MT 59701		IBM	N	Y
Butte		Y	AFL-CIO Project Challenge: Work Again	Marilyn Maney	975 N. Main	Butte, MT 59701				
Butte		Y	AFT/MFT Local #332	Debbie Shea, PIC	100 Moon Lane	Butte, MT 59701	494-4708			
Butte		Y	BSW, Inc.	Pam Celli, Carlyn Sanders, Ria Bennet, Michelle Davis, Lewis Rotering						
Butte		Y	Building Self Worth, Inc.	Lewis Rotering	207 S. Montana	Butte, MT 59701				
Butte	Y	Y	Butte Job Service	Carey Reynolds	P.O. Box 309	Butte, MT 59701	782-0417	IBM	Y	Y
Butte	Y		Butte Literacy Program	Stephanie Carolan	P.O. Box 244	Butte, MT 59701	723-7905	IBM	N	Y
Butte	Y	Y	Butte Local Development Corporation	Pam Cote	305 W. Mercury	Butte, MT 59701	723-4349	IBM	N	N
Butte		Y	Butte Silver Bow Public Library	Ann Drew	226 W. Broadway	Butte, MT 59701				
Butte			Butte-Silver Bow County Health Department		25 W. Front	Butte, MT 59701				
Butte	Y	Y	Career Futures, Inc	Mary Berg	44 E. Park Place	Butte, MT 59701	723-9101	IBM	Y	Y
Butte			Chamber of Commerce		2950 Harrison	Butte, MT 59701				
Butte			Council of Commissioners	Tim Clark	Butte-Silverbow County Court	Butte, MT 59701				
Butte			Department of Family Services		700 Casey	Butte, MT 59701				
Butte	Y		District XIII HRDC	Darin Hosking	700 Casey	Butte, MT 59701	496-4914	IBM	Y	N
Butte	Y	Y	DPHHS- Rehabilitative Services Division	Joe Murphy, Peggy	700 Casey	Butte, MT 59701	782-8728	IBM	N	Y
Butte			East Middle School	Jim Graham, PIC	2406 Gladstone	Butte, MT 59701				
Butte			Easter Seals/Goodwill Training Program		2121 Amherst Ave	Butte, MT 59701				
Butte	Y	Y	Families First	Diana Campanella	44 E. Park	Butte, MT 59701	723-4019	IBM	N	N
Butte		Y	Headwaters RC & D	Patrick McDermott	305 W. Mercury	Butte, MT 59701				
Butte			Homeward Bound	Margie Seacomb	304 N. Main	Butte, MT 59701				
Butte	Y	Y	Human Resources Council, Youth Progra	Linda Moodry	700 Casey St.	Butte, MT 59701	496-4911	IBM	N	Y
Butte	Y		Human Resources Council, Section 8 Hou	Lew Baker	PO Box 3486	Butte, MT 59702	496-4901	IBMW	N	N
Butte	Y	Y	Job Corps Recruitment and Placement	Bill McNeill	305 W. Mercury	Butte, MT 59701	782-5222	IBM	N	N
Butte			JTCC	Rocky Clark	735 Evans St	Butte, MT 59701				
Butte	Y		LIEAP Director	Doris Geary	PO Box 3486	Butte, MT 59701	496-4975	IBM	Y	N
Butte			Mental Health Center		2500 Continental Drive	Butte, MT 59701				
Butte	Y	Y	Montana Tech of U of M	Kathy Bechtle	1300 W. Park	Butte, MT 59701	496-4429	IBM	Y	N
Butte		Y	Montana Tech- Division of Technology	Janell Oberlander	25 Basin Creed Rd	Butte, MT 59701				
Butte			North American Indian Alliance		106 E. Broadway	Butte, MT 59701				
Butte			Sheltered Workshop	Bob Kissell, PIC	207 S. Montana	Butte, MT 59701				
Butte			Silver Bow Human Services Office	Jim Fay	700 Casey	Butte, MT 59701				
Butte		Y	Veterans Affairs	Art Tyler, Service Of	1000 E. Broadway	Butte, MT 59701				
Butte	Y	Y	Visual Services, SRS	Sam Larango	700 Casey	Butte, MT 59701	496-4925	IBM	N	N
Butte	Y	Y	Volunteer Center	Sonja Sitton, Toni S	304 N. Main	Butte, MT 59701	782-8335	IBM	N	Y
Butte				Lisle Wood, PIC	R1 4051 State St.	Butte, MT 59701				
Please send any changes or additions to:										
			BDM Technologies	Chuck Conley	3075 N. Montana Ave S-101	Helena, MT 59601	443-8432			

ONE-STOP CAREER CENTER PLAN FOR DILLON_

Signatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

X
Jody Webster, Trends & Transitions
236 E Reeder
Dillon, Mt. 59725
(406) 683-2511

Person who wrote this Plan
Signature, Address, Phone number

X
Dan Rummel, Dillon Job Service
P.O.Box 1300
Dillon, Mt. 59725
(406) 683-4259

1. Describe the area being served by your One-Stop Career Center:
Beaverhead County, City of Dillon and S 1/4 of Madison County
Geographic Area: 5500 square miles

Major Employment sector--establishment data

Agriculture:	X	11%
Wholesale/Retail Trade:	X	25%
Manufacturing/Construction:	X	21%
Services:	X	25%
Transportation/Utilities:		03%
Government/Education:	X	15%

Demographics:

Size of labor force:	4947
Unemployment Rate:	4.1%
New business firms:	15
Other Factors:	$16,704 PER CAPITA PERSONAL INCOME
Job Openings:	163

2. Indicate the "LOCATION" of your One-Stop Career Center:

___ One building with multiple staffs or information sources providing information and referrals.

___ One building with one person or information source responsible for providing information and referrals.

___ Multiple locations, one person or information source in each location, providing information and referrals.

_X__ Multiple locations with every staff member providing information and referrals.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

To provide a more efficient system and easy access to information about services in Beaverhead County we plan to develop a database of local services to be stored in an electronic kiosk in a premise yet to be determined. We have looked at various locations to determine customer convenience and access on a 24 hour basis. Also being developed is a Directory of Human Resource Agencies. This will be a hardcopy resource book that will have copies available at all Social Service agencies, county & College libraries and governmental enities.
Also we will be investigating the possibility of having a 1-800 telephone number with multi extensions which could direct call to the appropriate agency. Utilizing Interactive Voice Response, a customer could call the 800 number and thru a series of questions be directed to the appropriate agency.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Choices will be provided through personal contacts at different agencies; through the use of electronic equipment such as kiosks, personal computer stations, printed information and telephones. Information can be obtained by self-directed research from resource materials at different agencies or assistance by appropriate staff at the different agencies.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

Through the use of electronic communications devices and printed materials, information accessed will include information on careers, labor markets, education and training programs, testing and assessments, employment openings, limited job search assistance, and initial eligibility information.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

Each location will have access to all resources available in the community. Although we do not advocate a single point of entry, multiple locations within the community will provide access to the agency which provides the services that the customer is seeking. This methodology will provide "no wrong door" concept.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

A. Dillon Job Service Center, P.O. Box 1300, Dillon, MT 59725

Operates Job Services which is a program for locating jobs in the private sector. This This department also administers Job Training Partnership Act programs, EDWAA, Veterans Employment and Training, Trade Adjustment Assistance and North America Free Trade Act programs. Job Service is funded mainly through the Wagner-Peyser Act.

B. Trends and Transitions, P.O. Box 648, Dillon, MT 59725

Operates the JOBS program which is funded under Dept. of Public Health and Human Services. Provides job search assistance, resume' assistance, and referral services to other agencies.

C. Adult Basic Education, Western Montana College, 710 S. Atlantic, Dillon,MT

Testing for GED and provides classes for GED.

D. Women's Resource Center, 25 E. Glendale, Dillon, MT 59725

Operates Displaced Homemakers center and through Carl Perkins funding provides computer literacy training. Basic parenting classes.

E. Public Health Service, 610 N. Montana, Dillon, MT 59725

Operates a number of public health programs which are intended for young children and their families. These programs include WIC, childhood immunizations, AIDS evaluations, school health programs and prenatal services.

F. Family Services, 2 S Pacific, Dillon, MT 59725

Provides child care assistance, family intervention assistance and protective services for children who are neglected or abused, foster care and after care services for youth.

G. Beaverhead County Welfare Office, 2 S Pacific, Dillon, MT 59725

Administers basic support services for families which include public assistance, Food Stamps, medically needy programs and Medicaid.

H. Beaverhead-Madison Chemical Dependency Facilities, 2 S Pacific, Dillon,MT59725

Provides drug and alcohol counseling.

I. Mental Health Center, 234 E. Reeder, Dillon, Mt 59725

Provides mental health services in southwestern Montana.

J. Beaverhead Development Corporation, P.O. Box 1381, Dillon, MT 59725

II. Describe the community partnerships established for your One-Stop Career Center.

Information sharing has been a long term problem in Beaverhead County. It seems that each agency has had tunnel vision due to workload requirements. Normally any information sharing is done on a one on one basis. The last year and a half, several individuals have established a Human Services Network group for the expressed purpose of information sharing. This group, composed of the Beaverhead Co. Welfare office, JOBS, Job Service, Women's Resource Center, Mental Health, and Beaverhead-Madison Chemical Dependancy, have been meeting once per month. Issues that are being addressed are Welfare Reform, One-Stop Shops and literacy issues. Also in coordination with the Jobs Task Force for Dillon, we have developed a video that explains the services provided by each agency. This video is used by the JOBS coordinator as part of an orientation to new participants. Also the Dillon Job Service has written letters of agreement with all the social service agencies in response to JTPA requirements.

This network group has opened a line of communications between agencies and estabished a comfort zone for those within the group. Now the fear of infringing on pre-conceived territorial boundaries is now broken. Also with the dramatic budget cutbacks, working together to solve problems that will benefit mutual customers has become a goal of this group.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

Ongoing external and internal customer surveys will be used to evaluate and adjust services. Also discussion with the networking group to review surveys for input will be used.

B. Describe how you will use the information from your measurements.

This information will be shared with the Human Service Network group on a quarterly basis. Any suggested need for improvement will be addressed and dealt with if within budget constraints.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

First year will be to develop a Human Resource Directory for distribution within the community. Years 2 through 5 will be used to develop a compatable intake form, confidentiality resolutions, and purchasing of electronic linking equipment within Beaverhead and Madison Counties.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

The main obstacles will be cost for a small community, assess equipment, who will be responsible for information updates and confidentiality.

DILLON

Services directory. Hard copy and add to JS Kiosk.

Based on current Directory of Human Resource Agencies.

Automated 800 number, Voice Response, call transfer.

Add two new kiosks	$30,000	$200	

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
800 number service		$100	$2,400	
Automated phone system		$3,000	$300	
Add two future kiosks			$100	$30,000
Totals		$4,100	$2,910	$30,000

One Stop Career Center Planning

Dillon, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Dillon			Beaverhead Chamber of Commerce		PO Box 425	Dillon, MT 59725				
Dillon			Beaverhead County Welfare Office	Jim Fay	2. S. Pacific, Cluster #9	Dillon, MT 59725				
Dillon			Beaverhead Development Corp.		PO Box 1381	Dillon, MT 59725				
Dillon			City of Dillon, Mayor	James Wilson	125 N. Idaho	Dillon, MT 59725				
Dillon			Council of Commissioners	Randy Tommerup	2 S. Pacific, St.	Dillon, MT 59725				
Dillon	Y		Dillon City Library	Carol Hagerman	121 S. Idaho	Dillon, MT 59725	683-4544	IBMW	N	Y
Dillon	Y	Y	Dillon Job Service	Dan Rummel	PO Box 1300	Dillon, MT 59725	683-4259	IBM	Y	Y
Dillon			Drug and Alcohol Abuse Counselor	Marti Brekke	2. S. Pacific	Dillon, MT 59725				
Dillon	Y		DPHHS- Family Services Program	Gail Larntz	2. S. Pacific, Cluster #9	Dillon, MT 59725	683-4266	IBM	Y	N
Dillon			Mental Health Center		234 E. Reeder	Dillon, MT 59725				
Dillon			Private Industry Council	Ike Lynch	109 S. Washington	Dillon, MT 59725				
Dillon			Public Health Services	Sue Hansen	1260 S. Atlantic	Dillon, MT 59725				
Dillon	Y	Y	Trends and Transitions	Jody Webster	PO Box 648	Dillon, MT 59725	683 2511	IBM	Y	Y
Dillon	Y		Western Montana College- ABE	Susan Jones	710 S. Atlantic	Dillon, MT 59725	683-7537	IBM	N	Y
Dillon	Y	Y	Women's Resource Center	Barbara Kokernak	25 E. Glendale	Dillon, MT 59725	683 6106	IBM	N	Y
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR GLASGOW

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number	Person who wrote this Plan Signature, Address, Phone number
x Mary Lou Remington	x Mary Lou Remington

Mary Lou Remington
JOBS Program
501 Court Square, Box 9
Glasgow, MT 59230
(406) 228 8221

1. Describe the area being served by your One-Stop Career Center: 2 rural agriculturally based counties.

Geographic Area: Valley and Phillips Counties.

Major Employment sector--establishment data

Agriculture:	Valley: 8	Phillips: 7	TOTAL: 15
Wholesale/Retail Trade:	Valley: 101	Phillips: 54	TOTAL: 155
Manufacturing/Construction:	Valley: 35	Phillips: 20	TOTAL: 55
Services:	Valley: 80	Phillips: 43	TOTAL: 123
Transportation/Utilities:	Valley: 16	Phillips: 17	TOTAL: 33
Government/Education:	Valley: 57	Phillips: 41	TOTAL: 98

Demographics:

Size of labor force:	Valley: 4,456	Phillips: 2,617	TOTAL: 7,073
Unemployment Rate:	Valley: 4.9%	Phillips: 6.6%	TOTAL: 5.75%
New business firms:	Valley: 6	Phillips: 6	TOTAL: 12
Other Factors:			
Job Openings:	Combined County total: 793 for FY 95		

2. Indicate the "LOCATION" of your One-Stop Career Center:

Multiple locations with every staff member trained and able to provide information and referrals to customers.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

Available to all: customer as well as service provider.

Goal is to be pro-active as well as reactive. Getting information to customers before they are in need. This would be done in three ways: 1) through a comprehensive resource manual which would provide the customer as well as the service provider easily accessible information on whatever service they needed. 2) Staff at each of the one-stop sites would be knowledgeable and provide as much information to the customer as possible. 3) A future 1-800 number staffed with a real person knowledgeable to answer questions and give out specific information assisting the customer as well as the service provider.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

1) A "hard copy" resource manual would be available for use in any of the one-stop service areas for easy and quick access.
2) Staff at any of the one-stop sites would be well trained and knowledgeable so that all pertinent information can be conveyed to the customer and a possible referral could be made for services.
3) Future computer stations with modems or specific programs designed to give out requested information. This could be done through the use of a kiosk as well.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

A hard copy resource list would be available. It would be formatted in a similar manner to the yellow pages of a telephone book allowing the user some "built in" familiarity with its use. Subjects would be listed alphabetically and agencies would be listed under each heading with a phone number and address to obtain information. Again at the end of the directory all service providing agencies would be listed alphabetically with specific information about the services the agency provides.

Referrals from knowledgeable staff to individual agencies for further assessment, details on services and eligibility determination.

Essentially, with this easy access to information, an individual can then gather information to make the best choice in relation to the services they need for his/her self/family.

WHAT SERVICES DO WE HAVE:

Job Service

- Unemployment benefits
- Job referrals
- Labor market information
- Job openings: area, state, nation (PC Alex)- customer access
- Job counseling, vocational guidance
- Testing; GATB, vocational aptitude, typing
- Employer assistance on prospective employees
- Job search assistance: employment hotline
- Job Development; employer contacts
- Workshops for workers being laid off
- Re-training financial assistance, relocation, financial assistance

Voc Rehab

- financing to purchase training, education
- Physical/Mental restoration
- Case management
- Financial support and assistance
- Mentoring, job coaching, supported or supervised employment
- School to work transition
- On the job training
- Work experience employment
- Job description development and modification

Supt. of Schools
GED testing; adult education classes
Co. Welfare
Medical insurance- Medicaid
Financial assistance-
Food Stamps; food assistance
JOBS
Job readiness training
Self readiness; life skills, self esteem
Referrals to other services
Community services, volunteer
Employment and training
Others:
Amtrak - long distance public transportation
Valley Transit - local transportation
Social Security - filing claims, disability benefits, benefits for elderly
Mental Health: substance abuse, individual, and marriage and family counseling
DFS: Child/Family assistance, foster care training and placement, services to abused and neglected youth
County Health Department - Medical/Health assistance, family planning, wellness, immunizations
Senior Citizens Center- meals on wheels, gatherings and activities for seniors
Recreation Department: physical/recreation, summer activities, youth activities- social recreation; county wide
Head Start, Scottie Day Care, Booties Day Care, Pre-school children, school preparation
Hi-Line Homes - Child Care Training and placement
Fort Peck Community College & Ft. Belknap Community College; 2 year training courses in various disciplines
Public Library; all types of information along with ABE Program administered in basement. Correspondence coursework also offered via telecom through the College of Great Falls.
Valley View Home, Good Samaritan Home, Frances Mahon Deaconess Hospital and Malta Hospital; nurses aid training health care services
Temporary shelter - Abused and Battered Women
Milk River Activity Center, Malta Opportunities - Developmentally Disabled
Food Bank - Emergency Food
Ministerial Association- transient assistance

Non-profit & service organizations have their special services - please see enclosed resource directory for specific information.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

At each service agency, staff will be knowledgeable enough to direct customers appropriately and make appropriate referrals to agencies as needed.

In the future a central admissions location. This would include a center with an administrator who would perform the following:

Analysis of other needs. Referrals to other appropriate agencies.
Career assessments- skills, abilities, likes
Channel customers to appropriate services
Availability of computers for skill development
Offer computer based or telecommunication classes and training
Identification of immediate needs
Provide referrals to agencies to provide additional training

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

In our hard copy resource directory, all information will be provided under heading and then each agency will again be listed in the back of the directory to provide specific detailed information about the agency itself. These local agencies will be participatory agencies in the One-Stop-Career Center.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements. please list the participating agencies. I you have established an interagency group which meets regularly, describe the group's membership and its functions.}

Current community partnerships:

Informal Agreements: In these rural small communities, there are various "informal" agreements out of a willingness on the part of involved agencies to serve the customer. There are no specific community partnerships in Valley or Phillips County. They are not formal agreements on paper but verbal discussions which occur between service providers on a confidential basis out of concern for helping the specific individual.

(Identify current agreements- state wide)

To date, no formal agreements between service providers exist.

It would be ideal, however, for a long range plan to establish regular meetings and create interagency groups. These groups would get together bi-annually to discuss service provision to specified individuals and evaluate if additional help needs to be given to the customer.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career centers is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Mail surveys, telephone, personal contacts.

B. Describe how you will use the information from your measurements.

{Please describe how you will continue to evaluate your Center and how you will use the information to improve services.}

Information and feedback shared at interagency meeting. Use this to improve or re-align to provide better direct services.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort. If you are attaching electronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

Current to five years:

- Work with the business community and employers.
- Creation of the Resource list.
- Develop hard copy pamphlet or handout of information.
- Increase public awareness- local newspaper and radio spots on services.
- Train and inform all staff.
- Develop the Interagency Group. Structured group- head or chair to follow through
- Establish a 1-800 number.
- Customer surveys, feedback and adjustment.

Five to ten years:

- Computer linking for providers: modems, etc.
- Central and equipped facility for training (post high school, alternative high school and vocational training).
- Client assessments:
  - Self assessments.
  - Pre-screening for referrals.
  - Service providers to more comprehensive assessments.
  - Share information with other providers.
  - Career exploratory center

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

Funding
Lack of available equipment
Wider representation of service providers needed.
Transportation within service area, such as Malta, is needed.
Public bias against come clients as future employees.
Regulations not allowing coordination such as confidentiality.
Current-ness of information and staff knowledge.
Negative attitudes and resistance to change.
Resistance of a rural area to government intervention.
Limited number of potential employment.
Regulations not allowing coordination with business and economic development.
Career assessment, exploration and training.
Wider representation for planning.
Thorough listing of services so appropriate referrals are made to continue personal service.
To continue personal contact.
Develop cross staff training.
Creation of interagency group.
Abuse of services and system could increase with increase of knowledge by "con" artists who apply for everything and demand the services.

GLASGOW

Services directory. Hard copy and add to JS Kiosk.
Based on current Directory of Human Resource Agencies.
Automated 800 number, Voice Response, call transfer.
Work toward a central assessment and referral.
Staff training.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
800 number service		$100	$2,400	
Automated phone system		$3,000	$300	
Totals		$4,100	$2,810	$0

One Stop Career Center Planning

Glasgow, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Glasgow			Adult Basic Education Program	Linda Dingman	1004 Wedum Drive	Glasgow, MT 59230				
Glasgow			AFL-CIO Project Challenge	Mari Wollff	PO Box 284	Miles City, MT 59301				
Glasgow			Chief of Police	Emory Berelje	501 Court Square Box 10	Glasgow, MT 59230				
Glasgow			City of Glasgow, Mayor	Wilmer Ziller	319 Third Street South	Glasgow, MT 59230				
Glasgow			County Attorney	Ken Oster	501 Court Sqare Box 10	Glasgow, MT 59230				
Glasgow			County Commissioner	Art Arnold	Courthouse	Glasgow, MT 59230				
Glasgow			Frances Mahon Deaconess Hospital	Doug McMillan	621 3rd St South	Glasgow, MT 59230				
Glasgow		Y	GED Test Center Valley Co Supt Schools	Pat Baker	501 Court Sqare Box 8	Glasgow, MT 59230	228-8221			
Glasgow	Y		Glasgow Chamber of Commerce	Vince Rubino	PO Box 832	Glasgow, MT 59230	228-2222	IBM	N	N
Glasgow			Glasgow City County Library		408 Third Ave South	Glasgow, MT 59230				
Glasgow	Y	Y	Glasgow Job Service	Lee Erickson	238 Second Ave South	Glasgow, MT 59230	228-9369	IBM	Y	Y
Glasgow			Glasgow Public Schools	Gary Martin		Glasgow, MT 59230				
Glasgow			Honorable Judge	John McKeon	501 Court Square Box 4	Glasgow, MT 59230				
Glasgow	Y	Y	JOBS Operator	Mary Lou Remington	501 Court Square Box 9	Glasgow, MT 59230	228-8221	IBM	Y	Y
Glasgow	Y		Juvenile Probation	Bob Michael	Phillips County Courthouse	Malta, MT 5953B	654-20B7	IBM	Y	N
Glasgow	Y		Juvenile Probation- Valley Co Youth Court	Mike Boyer	501 Court Square Box 4	Glasgow, MT 59230	22B-8221	IBM	N	Y
Glasgow			Medical Arts Pharmacy	Pharmacist	621A 3rd St. S	Glasgow, MT 59230				
Glasgow			Mental Health Center		1009 6th Ave N	Glasgow, MT 59230				
Glasgow			Phillips County Commissioners		Courthouse	Malta, MT 59538				
Glasgow			Phillips County Welfare		PO Box 1339	Malta, MT 5953B				
Glasgow			Representative	Ernest Bergsagel		Malta, MT 5953B				
Glasgow			Representative	Sam Kitzenberg	130 Bonnie	Glasgow, MT 59230				
Glasgow			Senator	Daryl Toews	PO Box 34	Frazer, MT 59225				
Glasgow			Valley Co Child & Family Services		501 Court Square Box 9	Glasgow, MT 59230				
Glasgow		Y	Valley County Sheriff	Richard Britzman	501 Court Sqare Box 10	Glasgow, MT 59230	228-4333			
Glasgow	Y	Y	Valley County Welfare Office	Linda Nybakken	501 Court Square Box 9	Glasgow, MT 59230	228-8221	IBM	Y	Y
Glasgow			Valley Drug	Pharmacist	PO Box 231	Glasgow, MT 59230				
Glasgow			Valley View Home	Tom Klotz	1225 Perry Lane	Glasgow, MT 59230				
Glasgow		Y	Vocational Rehabilitation	Larry Harlan	1B18 10th Ave S Suite 5	Great Falls, MT 59405				
Glasgow	Y		Vocational Rehabilitation	Ramon Bergh	135 3rd Ave Suite D	Havre, MT 59501	265-6933	IBM	N	N
Glasgow			Western Drug	Pharmacist	PO Box 309	Glasgow, MT 59230				
Glasgow				Dain Christianson	334 West Court	Glasgow, MT 59230				
Glasgow				Patt Etchart	632 4th Ave N	Glasgow, MT 59230				
Glasgow				Peyton Terry	West of Glasgow	Glasgow, MT 59230				
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER INFORMATION SERVICES PLAN FOR GLENDIVE

One Stop Help Information Terminal

Signatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

X Linda Baldwin
Linda Baldwin
211 S. Kendrick
Glendive, MT 59330
(406) 365-3314

Person who wrote this Plan
Signature, Address, Phone number

X_____
Marc Scow
Room 130 Mitchell Building
Helena, MT 59601
(406) 444-3774

1. Describe the area being served by your One-Stop Career Center:

Geographic Area:

The local trade area seems to cover the towns Glendive, Circle, Ekalaka and Baker; the counties of Carter, McCone, Wibaux, Prairie, Dawson and Fallon.

Major Employment sector--establishment data

- Transportation (Rail Road)
- Health Care: Hospital and Nursing Home
- Education
- Government
- Utility Companies

Demographics

Size of the labor Force:

Carter		814
Dawson	5,028	
Fallon		1,792
McCone	1,028	
Prairie	598	
Wibaux	555	
TOTAL	9,815	

Unemployment Rate:

Carter		2.0%
Dawson	2.4%	
Fallon		2.7%
McCone	2.2%	
Prairie	2.7%	
Wibaux	2.5%	
Average??	2.4%	

Stats taken from July's Statistics in Brief

New Business Firms: The Eastern Montana Veterans Home opened its doors July of this year. This is an 80-bed facility that provides intermediate and skilled nursing care. It is not "full" yet, and they are adding staff as more veterans are placed.

In the not-too-far future, a Regional Corrections Facility is to be built in Glendive. Staff will have to be added in order to operate this facility.

Mid-Rivers Telephone Cooperative has been expanding in the past few years. It is uncertain whether they have completed expansion or not, but they are a moving group.

Job Openings: According to 7-31-95 Local Office Activity Reports, Glendive Job Service input 41 openings. In addition, our "self referral" service matches or slightly exceeds the openings we input, so the total would be estimated at 90.

Other Factors: Mentioned in the meeting the advent of Welfare Reform which will quite probably have the effect of "dumping" additional seekers of jobs into the market.

Job Openings:

2. Indicate the "LOCATION" of your One-Stop Career Center:

Multiple locations, with electronic linking and one person or information source in each location, providing information and referrals.

SECTION 1- UNIVERSALITY

1. Describe the customers to be served by the One Stop Career Center.

~~1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:~~

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

Customer is defined as

Job seekers- unemployed, employed, career changes, displaced, college students and all people.

People seeking supportive services.

Business community and employers.

Other service providers.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

Outreach:
There will be a community Resource Directory maintained in an electronic format, with the capability to be printed for hard copy paper distribution.

The electronic directory will be made available to the public through Kiosks, the public library, ALEX and should have dial-in modem capability. An additional kiosk will need to be provided for Wibaux.

800 number; probably statewide or regional. This is to assure that we have trained persons answering the phones at an affordable cost. The kiosks should also include a phone connection or 800 number for a person to answer questions.

The electronic directory will be made available to the service providers.
It would be desirable to be able to press a key and pull the information from existing systems, like TEAMS (Welfare system). Unless we can do this, the workers would be less inclined to put in the client referral information.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

The kiosks will be self directed. The directory will provide keyword searches on the services available.

The directory could include supportive services available, information on careers, labor markets, education and training programs, testing and assessments, employment openings, assistance with job search.

Job seeker information could included statewide and possibly nation wide job listings.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

Common application form and common record of service.
Referrals will be made in an automated fashion with a confirmation.

This information could include testing and assessments, referrals, resource/referral for eligibility, common intake or applications.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

Department of Labor and Industry
- Wagner Peyser Act
- Job Training Partnership Act
- Unemployment Insurance
- Labor Market Information
- Veterans Employment and Training Services

Department of Public Health and Human Services
- Job Opportunities and Basic Skills
- Food Stamp Job Search
- Vocational Rehabilitation
- Family and Community Support
- Family Health Programs
- Family / Maternal and Child Health
- Preventative Health Services
- Mental Health Services
- Alcohol and Drug Abuse Services

Education
- Adult Education
- High School
- Dawson Community College
- Carl Perkins Vocational Education

AmeriCorp
- Montana Conservation Corps
- Vista

Local Services
- Chamber of Commerce- Economic Development
- Domestic Abuse
- Job Corps
- Churches
- Food Bank

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. I you have established an interagency group which meets regularly, describe the group's membership and its functions.}

The Interagency Coordinating Council (ICC) consists of a core group of the providing agencies that meet quarterly. It's function is to share information and coordinate services. The core group will be expanded to include the other agencies within the geographic service area. We will use the existing ICC to plan, coordinate and implement One Stop Career Center plan.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career centers is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Surveys, suggestion boxes, focus group discussions and evaluations will be used. (We never hear from the ones who are really happy.)

Numerical data of usage, frequencies, types of information and agency information requests from kiosks and the electronic directories.

B. Describe how you will use the information from your measurements.

{Please describe how you will continue to evaluate your Center and how you will use the information to improve services.}

The ICC will continually gather customer feedback and implement plans for positive changes in the system.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort. If you are attaching electronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

Short term (first year):

Activate and expand the ICC group to coordinate and plan One Stop goals. The priority goals of the ICC will be the creation of 1) a paper directory, 2) a common application form, 3) a common referral form.

Mid Term (two through five):

The electronic implementation of the electronic linking of 1, 2 and 3 above. This will also include the training of staff. Regional and statewide coordination will be needed.

The electronic directory will be placed on the existing Job Service kiosks and the library information system. The Wibaux kiosk will also be added.

An 800 number information desk will be created.

Each county within our geographic area will be connected.

Long Term (greater than five years):

Upgrade kiosk and communication technology.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

The duplication of requirements for paper documentation in the case files in each agency be reduced.

Purging of the client and referral information will need to be coordinated with the destruction of the paper files to which they refer (3 years of inactivity with the welfare

department).

Participation and time to participate by the agencies could be a barrier.

Welfare reform could be a concern.

Continual change in federal, state and local policy.

Funding is always an obstacle.

GLENDIVE

Services directory. Hard copy, JS Kiosk, Library and dial-in.
Additional Kiosk is needed for Wibaux.
An 800 number; probably statewide or regional coverage.
Common application form and common record of service.
Referrals made in an automated fashion with confirmation.
Include testing, assessments, intake, or application information.
Two to Five Years:
Implement electronic linking.
Staff Training.
Automate resource directory.
Add kiosks.
Create 1-800 number.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk and providers		$1,000	$110	
800 number service		$100	$2,400	
Kiosk for Wibaux			$100	$15,000
Referral Information System			$300	$10,000
Voice Response Unit		$3,500	$350	
Totals	$0	$1,100	$2,910	$25,000

One Stop Career Center Planning

Glendive, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Glendive	Y	Y	Action for Eastern Montana	Leslie Colbrese, Susan	111 W. Bell	Glendive, MT 59330	365-3364	IBM	N	N
Glendive			Adult Probation and Parole	John Hodge	100 1/2 S. Merrill #2	Glendive, MT 59330				
Glendive			AFL-CIO Project Challenge	Mari Wolff	PO Box 284	Miles City, MT 59301	232-9741			
Glendive			Alcohol and Drug	Jerry Schlepp	S. Kendrick	Glendive, MT 59330				
Glendive			City of Glendive, Mayor	Frank Burke	300 S. Merrill	Glendive, MT 59330				
Glendive			County Commissioner	Richard Schoopman	207 W. Bell	Glendive, MT 59330				
Glendive	Y		Dawson County Health Department	Jeanie Siefert	207 W. Bell	Glendive, MT 59330	365-5213	IBMW	N	Y
Glendive		Y	Dawson County Welfare	Joan Brenner	207 W. Bell	Glendive, MT 59330	365-4314			
Glendive			DCC- Adult Basic Education Center		PO Box 421	Glendive, MT 59330				
Glendive		Y	DCC- Jobs Operator	Brenda Stockert	PO Box 421	Glendive, MT 59330	365-3396			
Glendive			DPHHS- Family Services		218 W. Bell	Glendive, MT 59330				
Glendive	Y		Glendive Chamber of Commerce	John Trangmoe	PO Box 930	Glendive, MT 59330	365-5601	IBM	N	Soon
Glendive	Y	Y	Glendive Job Service	Linda Baldwin, Lonnie	211 S Kendrick	Glendive, MT 59330	365-3314	IBM	Y	Y
Glendive			Glendive Public Library	Gail Nagle	200 S. Kendrick	Glendive, MT 59330				
Glendive		Y	Green Thumb, Area Supervisor	Robert W. Maki		Great Falls, MT	761-4821			
Glendive			Mental Health Center		PO Box 1321	Glendive, MT 59330				
Glendive			New Directions, DCC	Charlene Parker	PO Box 421	Glendive, MT 59330				
Glendive		Y	Private Industry Council	David Kasten	HC77, Box A14	Brockway, MT 59214				
Glendive			R&R	Becky Hicks	218 W. Bell	Glendive, MT 59330				
Glendive			Youth Probation	Craig Anderson/ Shirley	207 W. Bell	Glendive, MT 59330				
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR GREAT FALLS

Signatures of Contact People:

Representative of One-Stop Career System	Person who wrote this Plan
Name, Address, Phone number	Name, Address, Phone number
XLarry Harlan	X John Moore
Rehabilitative Services	Professional Development Center
1818 10 Ave.So. Great Falls 59405	PO Box 200127, Helena MT 59620
727-7740	444-3855

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Cascade, Chouteau, Glacier, Pondera, Teton, and Toole Counties (MACo District 5). Identify any gaps in service area at a later stage.

Major Employment sector--establishment data

Agriculture:	109
Wholesale/Retail Trade:	1,190
Manufacturing/Construction:	413
Services:	1,169
Transportation/Utilities:	221
Government/Education:	1,480

Demographics:

Size of labor force:	49,536
Unemployment Rate:	5.9%
New business firms:	88 (March 1995)
Other Factors:	Primarily rural service area

2. "LOCATION" of One-Stop Career Center:

Multiple locations with one or more staff members providing information and referrals.

SECTION 1- UNIVERSALITY

1. How information on services available through the One-Stop Career Center will be available to <u>all</u> customers in the service area:

A number of outreach methods will be used: word of mouth, public service announcements, posters in libraries and schools, and service provider contacts. Outreach will be based on the promotion plan. We also intend to mount the information on computer kiosks. The foundation of the One-Stop Center will be a directory of services and resources in the service area.

SECTION 2- CUSTOMER CHOICE

A. How the One-Stop Career Center will provide choices for customers on ways to rece e information.

By using a variety of means to get information out, people will have choices on how access the information. The system will include an 800 number that people may call get information. They can make personal contacts, inside or outside provider agenci They may interact with computer kiosks, or with computers in libraries in communiti The information customers have access to will direct them toward appropriate provide The content of the information will be more general than the directory available to t service providers.

Other means of accessing information will include a condensed, hard copy resour listing, and a brochure for distribution to clients about services and providers. Effo across the service area will tie in with smaller communities' efforts to provi information. In communities without libraries, information will be placed in schoo courthouses, or other public areas.

Service providers will have access to the resource directory in computer format. desired, they can print the directory in its current edition from computer.

B. Explain how your One-Stop Career Center will provide choices for customers on types services available.

As mentioned above, the area-side resource directory will be the foundation, as evolves. Either through computer or hard copy, the directory will provide informatic on careers, labor markets, education and training programs, testing and assessment employment openings, hiring requirements, charges (if any), and restrictions on eligibilit

It will be up to the customers to make choices on the services they want and need. essence, they will refer themselves to initial contact with a provider. Based on th information gathered there, the provider will enroll them, if appropriate, or refer the to another agency.

C. How the One-Stop Career Center will allow a single point of entry into any of the programs th customer chooses.

There will not be a single, physical point of entry into services. The 800 number can b a focal point of contact, but not all customers will use it. The aim is to provid consistent information and referral -- a "no wrong door approach." Agencies will nc enroll customers in services provided by other agencies. Rather, customers will b referred to those agencies and provided with accurate, up-to-date information. common referral form would be a paper form only.

At a minimum, this plan provides for linking, sharing, and providing service information. Ideally, with adequate funding, resolution of privacy issues, and community concurrence, service providers in the area would link customer information, application, and referrals in an electronic system.

SECTION 3- INTEGRATION OF SERVICES

I. The participating programs and operating agencies include, but are not limited to:

Job Service -- Great Falls

Labor exchange -- placement services	Student employment center
Labor market information	Federal bonding program
Proficiency testing (typing, calculator, shorthand, spelling)	
Aptitude testing	Interest inventories
Veteran services	Transition assistance program
Employment counseling	Unemployment insurance benefits
JTPA: Adult program, In-school youth program, Out of school youth program, Displaced homemaker program	
EDWAA basic services	EDWAA rapid response
State displaced homemaker program	Trade adjustment assistance program (TAA)
Trade readjustment assistance program (TRA)	
JOBS program	Food stamp job search program
Job club	

Job Service -- Shelby

(all of the above services, excluding JOBS Program and Food Stamp Job Search Program.)

Job Service -- Cut Bank

(all of the above services, excluding Student Employment Center, In-School Your Program, Displaced Homemaker program, JOBS Program, Food Stamp Job Search Program, and Job Club.)

Blackfeet Community College, Browning

Classes / training	Chemical dependency counselling
Financial Aid	Assessment testing
Child day care	Educational counselling
Adult education (human development)	GED preparatory classes
GED testing	Job placement services
Labor market information	Employment counselling
Apprenticeship training	Cooperative education

<u>The college networks with other agencies</u>:

JTPA	Bureau of Indian Affairs
Blackfeet Tribal Programs	Indian Health Service
School Districts 1 and 9	Blackfeet Indian Housing Authority
Stay in School Program	Tribal Employment Righs Office

Social Services
Tribal Health Program
Blackfeet Opportunities
Cut Bank Job Service
Chemical Dependency Program
Blackfeet Headstart
Rural Employment Opportunities, Inc.
Native American Veterans Administration

Office of Human Services
- Aid to Families with Dependent Children
- Food Stamps
- Medicaid (26 sub-programs)
- Day Care Certification for Self-Initiated and Transitional

Opportunities, Inc.
- Community Development
- Family Independence Program
- Energy Share of Montana / Utilty Share of Great Falls
- HUD Housing
- Youth Services
- Head Start
- Home Weatherization
- Low Income Energy Assistance
- Microbusiness Finance
- Summer Youth Employment Training

Rehabilitative Services
- Eligibity assessment
- Counseling, guidance, work placement
- Physical & mental restoration services
- Interpreter services for deaf
- Reader services for blind
- Services for blind: rehabilitation, orientation, mobility
- Occupational licenses, tools, equipment
- Transportation related to rehabilitative services
- Communication and sensory aids and devices
- Rehabilitation technology services
- Information and referral to other agencies
- Transition service with schools
- On-the-job training
- Supported employment
- Extended employment

Project Challenge (AFL-CIO) -- under EDWAA
- Basic skills training
- College-level tutoring
- Job-seeking skills: resume, interviewing, motivation
- Career planning assistance
- Transportation assistance
- Medical assistance
- Tools and clothing assistance
- GED / diploma assistance
- Job search and placement assistance
- Job Club meetings
- Relocation assistance
- Child care
- Retraining services

College of Technology
- Post secondary info
- Evaluations/Assessments

Job listings	Classes/Training
Distance education	Financial aid

Rural Employment Opportunities, Inc.

Job search assistance	Basic skills training
Life Skills	Work experience
Outreach	Career exploration & counseling
Job Counseling	Classroom training
On-the-job training	Labor market information
Supportive services	Job development
Job placement	Assessment
Test administration	Prescreening of applicants
Pre-employment skills	

Easter Seal / Goodwill

Vocational evaluation	Job placement -- active job search
Work experience arrangement	Job coaching on work site
Job support / employer liaison	Job-seeking / job-keeping classes
Resume preparation	Application assistance
Interviewing instruction	Sheltered employment
ADA instruction	Accommodation assistance for employers

II. Community partnerships established for the One-Stop Career Center, including methods for maintaining coordination among the participating agencies.

There are several existing interagency agreements to share information.

The One-Stop Center will be a topic of current task forces in Great Falls and outlying areas. To the extent possible, agencies participate in regular service coordination meetings. By expanding and improving the focus of existing groups, the One-Stop Center will broaden the range of participating agencies and improve the coordination of services.

Meeting announcements should be a part of the public information available to all customers on all electronic outlets. This would be helpful to agencies, and also another form of outreach. People outside the participating agencies would have access to Read-Only information on meetings.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How the One-Stop Career Center will measure customer satisfaction.

First, we must define "customers" as all people who may be in search of information. This includes clients, providers, employers, and the general public. Our evaluation of customer satisfaction must focus on the methods of getting information to them and of providing referrals.

We plan to use existing program customer satisfaction surveys and exit interviews t gather this information. Each agency will add specific questions, if needed, to assess th focus areas mentioned above. Over time, participating agencies will combine the. evaluation instruments into one common means of evaluation.

Each agency will be responsible for distributing, collecting, and compiling its ow evaluations. These may be distributed by mail, in person, or electronically, dependin on the agency's service environment.

B. How we will use the information from measurements.

Evaluation data will be presented at task force meetings. This will occur informally o a regular basis and formally on an semi-annual basis. The task forces will use th information to assess and adjust the efforts made through the One-Stop Center. A providers will be invited to participate in these groups.

SECTION 5- ADMINISTRATIVE SECTION

1. Time line and work plan to establish the One-Stop Career Center. Information on electroni linking forthcoming from BDN Technologies.

The target date for implementing the entire system two years after the receipt o adequate funding. This includes all parts of the identified service area.

Implementation will take place with these priorities:

1) Update and coordinate community resource directories in hard copy.
2) Identify and obtain software to handle the directory and system.
3) Consolidate and transfer the directories to a common data base.
4) Get equipment and linkage for providers and access points.
5) Put an 800 number online with operator.
6) Link the information system to kiosks and libraries.
7) Establish system-wide electronic access to information.
8) Provide training for agency users.
9) Develop and implement a plan to promote awareness and usage of the system

2. Obstacles that stand in the way of establishing the One-Stop Career Center.

1. The service area is both large and culturally diverse. We need to ensure outreach an service delivery to rural areas. Funding may be a problem.

2. The uncertainty of future funding and agency structure, depending on federal and stat actions, make it difficult to plan a system such as this, much less implement it. Ther is a concern that agencies could lose their identities if they participated in the one-sto system.

3. Funding to establish and maintain our system is a question. Where would it come from? How much? How soon? How do we ensure it is affordable to all service providers? How do we cover ongoing technical support and long term costs?

4. How do we provide regular system maintenance? (Updates of information. Software upgrades. Flexibility in the system to accommodate changes in providers.)

5. Customers' privacy and confidentiality of information relating to them are issues. If the One-Stop system expands to include customer application and referral information, we will need to address and resolve these issues.

6. Other areas of state and federal regulation may need to be changed or waived.

GREAT FALLS

Linked electronic system.

Including a common application form and the ability to transmit documents.

A tiered system, providing a variety of ways to present information.

Self help system, an expansion of the existing Job Service Kiosks.

Outreach is a big part of our services.

Expand current Coordinating Council. Continue current agency networking.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
Referral Information System		$10,000	$300	
800 number service				
Access at library or school				
Meeting announcements				
Resource directory- main focus				
Connection costs (are existing pc's available for use?)				
Totals		$11,000	$410	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Great Falls			Adult and Continuing Education		PO Box 2428	Great Falls, MT 59405				
Great Falls			Adult Education		1100 4th South	Great Falls, MT 59401				
Great Falls	Y	Y	AFL-CIO Project Challenge	Darla Scollin	PO Box 1565	Great Falls, MT 59405	761-8626	IBMW	N	Y
Great Falls			Blackfeet Community College	Career Counselor		Browning, MT 59417				
Great Falls			Cascade County Commissioner	Jack Whitaker	County Courthouse Annex- R	Great Falls, MT 59403				
Great Falls			Cascade County Health Department		1130 17th Ave S	Great Falls, MT 59405				
Great Falls	Y	Y	Cascade Human Services- DPHHS	George Shanley	PO Box 1546	Great Falls, MT 59403	761-6605	IBM	Y	Y
Great Falls			Choteau County Human Services-DPHHS	Dian Button	PO BOx 459	Fort Benton, MT 59442				
Great Falls			City of Great Falls, Mayor	Gayle Morris	PO Box 5021	Great Falls, MT 59403				
Great Falls	Y		College of Great Falls	Mark Willmarth	1301 20th St. S.	Great Falls, MT 59403	791-5216	IBM	N	Y
Great Falls			County Commission	Choteau County	Courthouse	Fort Benton, MT 59442				
Great Falls			County Commission	Toole County	Courthouse	Shelby, MT 59474				
Great Falls			County Commission- Glacier County	Lowell Mezivarich	Courthouse	Cut Bank, MT 59427				
Great Falls	Y		Cut Bank Job Service	Geri Baker	20 S. Central	Cut Bank, MT 59427	873-2191	IBM	Y	Y
Great Falls		Y	Deaconess Medical Center (PIC)	Dale Kutterer	1101 26th Street South	Great Falls, MT 59405	455-5176			
Great Falls	Y	Y	DPHHS- Family Services	Bev Axelsen	2300 12th Ave S Suite 106	Great Falls, MT 59405	771-8580 x121	IBM	Y	N
Great Falls	Y	Y	Easter Seal Society	Sharon Odden	4400 Central Ave	Great Falls, MT 59405	761-3680	IBM	N	Y
Great Falls			Employment and Training	Pat Maki	PO Box 1803	Great Falls, MT 59403				
Great Falls			Glacier County Commission	John Shearer	Courthouse	Cut Bank, MT 59427				
Great Falls			Glacier County Human Services	John Shearer	1210 E. Main	Cut Bank, MT 59427				
Great Falls			Great Falls Area Chamber of Commerce		PO Box 2127	Great Falls, MT 59403				
Great Falls	Y	Y	Great Falls Job Service	Marla Schreder	1018 Seventh St. South	Great Falls, MT 59405	791-5800	IBM	Y	Y
Great Falls			Great Falls Public Library	Jim Heckel	301 Second Ave N.	Great Falls, MT 59401				
Great Falls			Great Falls Public Schools	Dewey Swank	1100 4th South	Great Falls, MT 59404	791-2140	IBM		
Great Falls			Great Falls Public Schools	Donna Berkhof	1100 4th South	Great Falls, MT 59405	771-1240	MAC		
Great Falls	Y	Y	Green Thumb	George Erickson	PO Box 2587	Great Falls, MT 59403	761-4821	IBMW	N	Y
Great Falls			High Plains Development Authority		PO Box 2568	Great Falls, MT 59403				
Great Falls			Job Corps/DESI	Joe Benson	1601 2nd Ave North	Great Falls, MT 59401	727-5393			
Great Falls			Mental Health Center		Holiday Village Shopping Cent	Great Falls, MT 59403				
Great Falls	Y	Y	MSU Great Falls School of Technology	Diana Wyatt	2100 16th Ave S	Great Falls, MT 59403	771-7140	IBM	N	N
Great Falls	Y		MSU School of Nursing Extended Branch	Sharon Hovey	2800 11th Ave S.	Great Falls, MT 59405	455-5612	None	N	N
Great Falls			Native American Center	Clayton Ouiver	PO Box 2612	Great Falls, MT 59403				
Great Falls			North Central Area Office on Aging	Rhonda Weisner		Conrad, MT 59425				
Great Falls	Y	Y	Opportunities, Inc	Chuck Sutej	PO Box 2289	Great Falls, MT 59403	761-0310	IBM	Y	Y
Great Falls			Partnership Project		PO Box 2976	Great Falls, MT 59403				
Great Falls			Pondera Co. Family Services-DPHHS	Deborah Gobble	Courthouse, 20 4th Ave SW	Conrad, MT 59425	278-7681 X 46			
Great Falls			Pondera Co. Human Services- DPHHS	Darlene Miller	20 4th Ave SW	Conrad, MT 59425	278-7681 x46	IBM		
Great Falls		Y	Pondera County Commissioner	Dale Sheldon	Courthouse	Conrad, MT 59425	278-7681			
Great Falls	Y	Y	Rural Employment Opportunities	Denise Arndt	PO Box 3142	Great Falls, MT 59405	761-1371	IBM	N	N
Great Falls			School for the Deaf and Blind	John Kinna	3911 Central Ave	Great Falls, MT 59401				
Great Falls	Y		Shelby Job Service	Beth Thorsen	402 1St St. So	Shelby, MT 59474	434-5161	IBM	Y	N
Great Falls	Y		St. Thomas Child & Family Center	Crystalle Ebbinga	416 23rd St. N	Great Falls, MT 59401	761-6538	IBM	N	Y
Great Falls			Teton Co. Family Services-DPHHS	Patricia Jacobs	18 First St. NW	Choteau, MT 59422	466-5721			
Great Falls			Teton Co. Human Services- DPHHS	Darlene Miller	Box 803, 20 1st St. NW	Choteau, MT 59422	466-5721	IBM		
Great Falls		Y	Teton County Commissioner	Adam Dahlman	PO Box 610	Choteau, MT 59422	466-2151			
Great Falls			Toole Co. Family Services-DPHHS	Bob Custer	Toole Co. Courthouse	Shelby, MT 59474	343-2371			
Great Falls			Toole Co. Human Services- DPHHS	Darlene Miller	Courthouse	Shelby, MT 59474	434-2371	IBM		
Great Falls			Toole County Growth CCL	Joe Gottfried	999 Second Street South	Shelby, MT 59474				
Great Falls	Y	Y	Vocational Rehabilitation- DPHHS	Larry Harlan	1818 10th Ave S. Suite 5	Great Falls, MT 59404	727-7740	IBM	N	N
Great Falls				Nelson Tall Bull	Man Power	Browning, MT 59417				
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR HAMILTON

ignatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

x Gary Locke
Manager - Hamilton Job Service

Person who wrote this Plan
Signature, Address, Phone number

x Gary Locke
P.O. Box 73 - Hamilton, MT. 59840
(406) 363-1822

. Describe the area being served by your One-Stop Career Center:

Geographic Area: Western Montana, Ravalli County

Major Employment sector--establishment data

Agriculture:	3%
Wholesale/Retail Trade:	22%
Manufacturing/Construction:	19%
Services:	24%
Transportation/Utilities:	6%
Government/Education:	24%

Demographics:

Size of labor force:	14097
Unemployment Rate:	4-15%
New business firms:	_117_
Other Factors:	_____
Job Openings:	__32_

2. Indicate the "LOCATION" of your One-Stop Career Center:

___ One building with multiple staffs or information sources providing information and referrals.
___ One building with one person or information source responsible for providing information and referrals.

___ Multiple locations, one person or information source in each location, providing information and referrals.

_X_ Multiple locations with every staff member providing information and referrals.

___ Other description of "location": _____

SECTION 1- UNIVERSALITY

1. Describe how information or services available through the One-Stop Career Center will be availa to all customers in the service area:

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide informat to the general public. All people should have access to the information. However, be aware that vari programs and services may have stringent eligibility requirements. Access to information does not ent any person to services. Describe how your plan will have the capacity to provide information on servi to any type of customer.}

The Hamilton Job Service has an "open door" policy. We serve all the people coming through doors from 8 AM to 5 PM, Monday through Friday throughout the year. In the event we can't prov the needed services, we refer the clients to an appropriate agency. All other social service agencies in county have the same cooperative commitment to the clients who are fortunate enough to live here.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to rece information.

{The customer should have choices offered. For part A, please describe the different methods from wh the customer can choose to get information. Examples could include personal contacts at differ agencies, kiosks, personal computer stations, printed information, telephones, etc.}

Our highly trained professional and caring staff listen carefully to the clients needs while explori options and assist them within the scope of our funding and expertise. In previous training years we co act as the single point source for funding of vocational training on the job or in the classroom, howev during this time of tighter federal funding we act as one plate on a smorgasbord of available fundi Often we take the role of facilitator to help clients determine career directions, locate funding and rece training.

Hamilton is the Ravalli County seat currently housing most of the social service agencies. The to is small enough that most of the offices are located within a one mile radius from the center of town. client could walk into any agency in town and be correctly referred to the appropriate agency.

The Healthy Families Coalition has provided a great forum for this discussion. Initially, the gro envisioned creating a wide area network to electronically link agencies to share information as it occu maintain a current electronic referral data base, and cut the individual agency costs by sharing a tru line to the Missoula HRDC District 11 computerized agency referral data base. Many of the smal nonprofit service providers would be excluded as they do not yet have the electronic equipment necess to link up, nor the funding to purchase it. Some were lacking the training and computer familiari

Nevertheless, it was the consensus of the group that the Job Service should pursue the possibilit for setting up such a system for the agencies who could access that information, and to be available the others as soon as they could come on line. The face to face interpersonal contact at the regul

onthly meetings will continue to be the primary source for new information sharing and networking, owever. Many of the smaller agencies were worried that their budgets would not be able to withstand uch if any drawdowns, so we were encouraged to find the least costly method.

Toward that end, we have investigated using the computer bulletin board system operated by the esource Conservation and Development for transferring documents in the file area for Healthy Families, id that agencies with the electronic capabilities will be able to "chat" in the message area.

From the consumer's standpoint, anyone could enter any office and receive an accurate, timely ferral to the appropriate agency if they didn't get the right one first. In addition, there will be a Job ervice kiosk installed in a minimall in Stevensville, an HRDC kiosk installed in their Hamilton office 3rd and Pine St. The list of 150 resources will be available at the public library, high school counselors fices - basically, to any one with a computer and modem. This will improve access to the information that it is now only available from 10 AM until noon Monday through Friday.

. Explain how your One-Stop Career Center will provide choices for customers on types of services vailable.

For part B, please describe the different kinds of information your Center will offer. Examples could clude information on careers, labor markets, education and training programs, testing and assessments, nployment openings and the hiring requirements, referrals, assistance with job search, initial eligibility formation, common intake or applications, social services, etc.}

This office offers current local, statewide, regional and national job information through an utomated computer terminal in the reception area, on both local AM and FM radio stations, on our ecorded "Hot Line" which operates 24 hours daily, 7 days per week. We offer Federal Bonding for pplicants who may need them. Career and vocational counseling is available to any applicant considering choice, change or adjustment in theirs. We offer aptitude, skill and basic literacy testing. We provide pplicant assessment and referral for employers. This office utilizes the Montana Career Information ystem's QUEST user friendly computer program for career self exploration, the current Occupational utlook Handbook, and the Guide for Occupational Exploration for in depth national career information. e offer JTPA Title II Adult training program, EDWAA Title III for Dislocated Workers, and coordinate e local operation of the Service Members Occupational Conversion and Training Act (SMOCTA) for e Department of Veteran Affairs.

. How will your One-Stop Career Center allow a single point of entry into any of the programs the istomer chooses?

Address concerns for the customer being shuffled from agency to agency.}

As a result of our close interagency working relationships, formal and informal collaborative greements with other social service providers, and cooperative networks, clients do not get shuffled from gency to agency. Since there are no duplication of services, no overlapping of client responsibility and rtainly no excess of available training dollars, we may coordinate with other agencies to facilitate needed rvices.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Lab employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnersh Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistan (Job Service) and North America Free Trade Act (Job Service). In addition, your center should inclu other employment, training, education and economic development programs.}

The Hamilton Job Service provides the job seekers and employers an electronic data exchan system, matching the largest local labor pool with the available local, statewide, regional and natior jobs. All of these are funded through the Wagner Peyser grant written for the state of Montana. V provide vocational training through the Job Training Partnership Act, Veterans Employment a Training, Trade Adjustment Assistance, EDWAA dislocated worker training, North American Free Tra Act. We offer outreach services and interviewer office space for SRS Vocational Rehabilitation, t Missoula WorCenter, Montana Department of Veteran Affairs, and Rural Employment Opportunities f Migrant and Seasonal Farmworkers. Our office has a very active JSEC committee, consisting of t personnel officers of the major employers in the county. The JSEC committee sponsors a number of tim seminars for local employers every year. The Jobs for Montana Graduates program was cosponsored our JSEC. We work closely with the school districts, the Trapper Creek Job Corps, the Missoula Colle of Technology, and the Adult Learning Center. We belong to the Montana Economic Develope Association, the Bitterroot Chamber of Commerce, serving on their economic development committ participate in the Bitterroot Leadership Training classes, facilitate and coordinate the city's efforts create the Rocky Mountain Business Park, provide entrepreneurial and business technical assistance. V belong to all the valley civic clubs, business associations, and the Resource Conservation and Developme board.

II. Describe the community partnerships established for your One-Stop Career Center. Include metho for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. I you have establish an interagency group which meets regularly, describe the group's membership and its functions.}

The One-Stop Career Center partnerships included local elected officials, the JSEC, Healt Families Coalition, and the Resource Conservation and Development.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

Continuous evaluation of one-stop career centers is essential to continue improving service delivery. Vhat methods or processes will you use to gather feedback from your customers?}

The Job Service has many customers, and we have been surveying them for their satisfaction levels or years. Annually, we survey UI clients, job seeking clients, the employer community, the JTPA and DWAA clients. We are in constant contact with other agencies, and receive feedback on an ongoing daily asis.

3. Describe how you will use the information from your measurements.

Please describe how you will continue to evaluate your Center and how you will use the information to nprove services.}

When the results of the annual surveys are tabulated, we look for patterns, shortcomings, and other onstructive comments to be able to assess our program delivery systems and make the appropriate hanges.

SECTION 5- ADMINISTRATIVE SECTION

. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes lectronic linking, attach that information.

Please establish a work plan which will fit your situation. It could be a long-range or short term, lepending on your plan, and will set the pattern for your Center's development. We all recognize that ome facets will hinge on the acquisition of implementation funds. However, we encourage you to plan mplementation of those parts which are not part of a regional or statewide effort. If you are attaching lectronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

For more than 50 years, the Hamilton Job Service has acted as the community gateway to governmental services, information, employment and training, unemployment insurance, etc. The enhancements proposed herein, can be implemented following a call to Internet Connect for connection ($24.95) and monthly subscription ($12.95), and negotiating an agreement with the Human Resources Council District 11 regarding usage and monthly maintenance fees (not set yet). Every other facet of the Hamilton Center is currently in place.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

There are no obstacles to establishing a One Stop Shop Career Center as we have been operat with that concept for many years. The first of the two main obstacles to the proposed electronic syst upgrades mentioned are that many local service providers do not have the electronic capabilities. T other is simply a matter of the funding for the Internet connection and subscription fees.

HAMILTON

HRC in Missoula is providing some telephone information desk support for the Hamilton area by the current Telelink project.

They are hoping to expand hours and provide a trunk line to Missoula.

Resource Conservation and Development (RC&D) has offered a bulletin board.

RC&D Bitterroot BBS: 363-5451. Angie Zito (sysop): 363-5450.

HRDC office: Maggie Driscoll- 363-6101.

The HRDC office will upload the resource directory file through the internet to the Job Service office. The Job Service office will then load the file to RC&D.

	Cost	Startup	Maintain	Future
Internet connect: HRDC and JS		$50	$599	
Develop Directory for Kiosk		$10,000	$110	
New Kiosk		$15,000	$110	
Totals		$25,050	$819	$0

One Stop Career Center Planning

Hamilton, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Hamilton	Y		Access Links/Marcus Daley Hospital	Alla Brooks	1200 Westwood	Hamilton, MT 59840	363-2211	None	N	N
Hamilton	Y		Birthright of the Bitterroot	Margy Gilbertson	PO Box 1511	Hamilton, MT 59840	363-6710	None	N	N
Hamilton			Bitterroot Public Library		306 State St.	Hamilton, MT 59840				
Hamilton			Bitterroot Valley Chamber of Commerce		105 E Main	Hamilton, MT 59840				
Hamilton			City of Hamilton, Mayor	Laurel Hegstad	223 S. Second	Hamilton, MT 59840				
Hamilton		Y	County Commissioner	Jerry Allen	Ravalli County Courthouse	Hamilton, MT 59840	363-4790			
Hamilton	Y		Crossroads- Ravalli Co. Chem. Dep Ctr.	Phil Sullivan	214 Pinckney Box 902	Hamilton, MT 59840	363-3060	IBM	N	Y
Hamilton			Department of Family Services		210 N. Second	Hamilton, MT 59840				
Hamilton	Y	Y	Dist IX- HRDC	Maggie Driscoll	617 S. Higgins	Missoula, MT 59802	363-6101	MAC	N	Y
Hamilton			Dist IX- HRDC- FS Job Search		316 N. Third St	Hamilton, MT 59840				
Hamilton			Dist IX- HRDC- JOBS Operator		316 N. Third St	Hamilton, MT 59840				
Hamilton		Y	Hamilton Job Service	Gary Locke	PO Box 73	Hamilton, MT 59840	363-1822			
Hamilton			Hamilton Public Schools- ABE		PO Box 980	Hamilton, MT 59840				
Hamilton	Y		Headstart	Stacey Ryan	230 5. Ave E.	Hamilton, MT 59840	363-6101	MAC	N	N
Hamilton	Y		Literacy Program- Bitterroot Public Library	Dixie Stark	306 State St.	Hamilton, MT 59840	363-2900	IBMW	N	Soon
Hamilton			Mental Health Center		1205 W. Main	Hamilton, MT 59840				
Hamilton			Ravalli County Health Department		PO Box 5018	Hamilton, MT 59840				
Hamilton	Y		Summit Independent Living Center, Inc.	Michele Thompson	140 Cherry St #5	Hamilton, MT 59840	363-5242	IBM	N	Soon
Hamilton	Y		Supporters of Abuse Free Environments	Star Jameson	Box 534	Hamilton, MT 59840	363-2793	IBMW	N	N
Hamilton		Y		Mary Loveridge	310 N. 3rd	Hamilton, MT 59840	363-1944			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR HAVRE

Signatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

x Kim Peterson

~~Kim Peterson~~
District IV HRDC
PO Box 1471
Havre, MT 59501
(406) 265-6743

Person who wrote this Plan
Signature, Address, Phone number

x Kim Peterson

Kim Peterson

CONTACT PEOPLE
DARREN OVERLIE, HRDC
PAM HARADA, Job Service

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Hill, Blaine, Liberty and the northern part of Chouteau Counties.

Major Employment sector--establishment data (94 annual average)

Agriculture:	29
Wholesale/Retail Trade:	249
Manufacturing/Construction:	102
Services:	237
Transportation/Utilities:	45
Government/Education:	129

Demographics: (94 annual average)

Size of labor force:	12,766
Unemployment Rate:	5.6%
New business firms:	55
Other Factors:	26,772 (pop. including two Indian reservations)
Job Openings:	1,002

2. Indicate the "LOCATION" of your One-Stop Career Center:

Multiple locations with all staff providing information and referrals.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to <u>all</u> customers in the service area:

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

It is our plan to provide information on services available through a variety of methods. We will design this information based primarily on customer need and not necessarily service available. Below are the methods we have chosen for distribution:

Data information centers located at the Holiday Village Mall and the Atrium downtown.
Data phone service- (265-DATA) listing services; a talking service directory.
Obtain 5 additional Job Service Kiosks for equitable distribution and customer convienience in our service delivery area. Develop a computerized services directory to include in the Kiosks system.

Create a brochure and poster of services available.

1-800 number either interactive voice response unit or a staffed by a person. This could be regional or state wide or both.

Personal contact by the services providers, with the ability to give out information.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

By the methods defined in section 1.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

Categories will be defined according to need followed by the service that is available for assistance.

EMERGENCY ASSISTANCE:
Food
Food Stamps
Shelter
Clothing
Limited Financial Aid
Tools and Licenses

COUNSELING:
Vocational/Assessments
Psychological
PTSD
Substance Abuse
Marriage & Family
Rehabilitation
Veteran Benefits

JOB ASSISTANCE:
Job Placement
Job Search Assistance
Labor Market Information
Resume Preparation
Interviewing Techniques
Job Openings

TRAINING AND EDUCATION:
On the Job Training
Work Experience
Work Study
GED Testing
Adult Basic Education/Community Education
Post Secondary Education

SUPPORTIVE SERVICES:
Child Care
Transportation
Health Care
Housing

LEGAL SERVICES:
Civil Law
Consumer Law
Tenancy Law
Divorce & Child Custody
Bankruptcy
Labor Relations
Immigration Law

FINANCIAL ASSISTANCE:
Unemployment Compensation
Social Security
Social Services (AFDC - Food Stamps)
Workers Compensation
Medical Expenses
Utility Expenses

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

Single point of entry will be achieved through staff educated and trained on the available services for customers with individual needs. We currently have an effective referral system that will be expanded on to ensure provision of services in a timely manner.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

JOB SERVICE
Wagner-Peyser Employment Services
Labor Market Information
Trade Adjustment Assistance
NAFTA
Veterans employment & training service
JTPA
JOBS
Unemployment Insurance
EDWAA/Rapid Response

HUMAN RESOURCE DEVELOPMENT COUNCIL
JTPA (Displaced homemaker/single head of household, youth)
State MT Women Work! Center
Carl Perkins Computer Skills Training
JOBS
Older Worker Employment & Training program
Summer Youth program

AFL/CIO-PROJECT CHALLENGE
Economic Dislocation & Worker Adjustment Assistance Act (EDWAA)

COMMUNITY EDUCATION/ADULT BASIC EDUCATION
GED Preparation
Adult Basic Education
Community classes available to gain or upgrade job skills, personal growth and enrichment

HUMAN SERVICES
AFDC
Food Stamps
Medicaid

MSU/NORTHERN
Postsecondary Education
Career Center
Co-op

VOCATIONAL REHABILITATION
Employment and Training programs for the disabled

BEAR PAW DEVELOPMENT CORPORATION
Micro-business development center
Small Business development center

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. I you have established an interagency group which meets regularly, describe the group's membership and its functions.}

Written interagency agreements exist between the HRDC, local school districts, Job Service, MSU-N, ABE, and Bear Paw Development Corp.

Participants of this project work together on various councils and partnerships that meet regularly in addition to monthly meetings held between JTPA/JOBS providers which can be expanded to include other service providers.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career centers is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Existing programs have follow up surveys that could be expanded to include customer satisfaction on access to services and information.
It is also our plan to include on the 800 system a process by which the customer can immediately respond to satisfaction by entering their response according to directions at the end of the 800 material.

B. Describe how you will use the information from your measurements.

{Please describe how you will continue to evaluate your Center and how you will use the information to improve services.}

Responses from the 800 system can be accessed and available at any time. We will form an advisory board made up of participants of this project to review responses. At a minimum we will meet annually to review survey results.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort. If you are attaching electronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

TIMELINE:

I. Agency services, including those not actively participating in this project, will be compiled and ready for dissemination by December 1995.

II. A collaborated brochure of services will be completed by March 1996.

III. Kiosk information,the set-up of the 800# and inclusion of our services in the information centers and DATA phone line will be implemented by June 1996.

IV. Our One-stop-shop plan will be completed by June 1996.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

Funding.
Staff training
Consistency of Data system updates.

HAVRE

Develop a computerized services directory on existing JS kiosk.
Data phone service, (265-DATA) listing services; a talking service directory.
1-800 number either interactive voice response unit or a staffed by a person.
This number could be regional, state wide or both.
Personal contact by service providers, able to give out information.
Everyone will be aware of the services available and where to refer clients.
The informal referral system is currently working well.
Would like to be a part of any state-wide effort, not effective on a local basis.

Cost	Startup	Maintain	Future
Develop Directory for Library System	$1,000	$110	
Data phone usage cost at $15/month.	$100	$100	
800 number service	$100	$2,400	
Staffing for information desk.			
Five new kiosks			$75,000
Totals	$1,200	$2,610	$75,000

One Stop Career Center Planning

Havre, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Havre			Adult Basic Education	Tove Elvron	PO BOx 7791	Havre, MT 59501				
Havre	Y		AFL-CIO Project Challenge	Darla Scollin	PO Box 1565	Great Falls, MT 5940	761-8626	IBM	N	Y
Havre			Bear Paw Development Corp.		PO Box 1549	Havre, MT 59501				
Havre		Y	City of Havre Mayor	Phyllis Leonard	PO Box 231	Havre, MT 59501	265-6719			
Havre			Council of Commissioners	Keith Benson	PO Box 278	Chinook, MT 59523				
Havre	Y	Y	District IV HRDC	Kim Peterson	PO Box 1509	Havre, MT 59501	265-6743	IBMW	Y	Y
Havre			Eol Opp. Center	Katherine Williams	Box 7751	Havre, MT 59501				
Havre		Y	Golden Triangle Mental Health	Joe Uhl	110 13th St	Havre, MT 59501	265-9639			
Havre			Havre Area Chamber of Commerce		PO Box 308	Havre, MT 59501				
Havre	Y	Y	Havre Job Service	Pam Harada	416 First Street	Havre, MT 59501	265-5847	IBM	Y	Y
Havre	Y	Y	Havre Job Service- JOBS Operator	Lorrie Cofer	416 First Street	Havre, MT 59501	265-7546	IBM	Y	Y
Havre			Havre Public Schools District 16	Administration Office	425 6th	Havre, MT 59501				
Havre	Y	Y	Havre-Hill County Library	Susan Gayle	402 Third Street	Havre, MT 59501	265-2123	IBM	N	Y
Havre	Y		Hill County Commissioner	Lloyd Wolery	Hill County Courthouse	Havre, MT 59501	265-5481 x27	IBM	Y	Y
Havre			Hill County Health Department		315 4th St.	Havre, MT 59501				
Havre			Hill County Office DPHHS	Tim Whitney	135 Third Street	Havre, MT 59501	357-2276			
Havre			Hill County Office Family Services		314 4th	Havre, MT 59501				
Havre	Y	Y	MSU-Northern Career Mgmt Center	Cherl Larson	Northern Campus	Havre, MT 59501	265-3708	IBM	Y	Y
Havre	Y		Vocational Rehabilitation	Ray Bergh	123 Third Ave Suite D	Havre, MT 59501	265-6933	IBM	N	N
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

RECEIVED
SEP 18 1995
STATE PERSONNEL DIVISION

ONE-STOP CAREER CENTER PLAN FOR LEWIS AND CLARK COUNTY

Signatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

Phil Grossberg
Helena Job Service
715 Front St.
Helena, MT 59601
(406) 447-3226

Person who wrote this Plan
Signature, Address, Phone number

Kathleen McNeill
Professional Development Center
Rm 130 Mitchell Building
Helena, MT 59620
(406) 444-3774

1. Describe the area being served by your One–Stop Career Center:

Geographic Area: **Lewis and Clark County initially, then Jefferson and Broadwater Counties in phases**

* Major Employment sector—establishment data

Agriculture:	33	Wholesale/Retail Trade:	482
Manufacturing/Construction:	245	Services:	758
Transportation/Utilities:	78	Government/Education:	144

Demographics:

Size of labor force:	27,129	Unemployment Rate:	4.8%
New business firms:	77	Other Factors:	_____
Job Openings:	3135		_____

2. Indicate the "LOCATION" of your One–Stop Career Center:

Multiple locations with electronic linking, one person or information source in each location, providing information and/or referrals.

SECTION 1– UNIVERSALITY

1. Describe how information on services available through the One–Stop Career Center will be available to all customers in the service area:

Information will be available on a variety of services located in various locations. Information and/or data entry will be available to serve customers, employers, and agency personnel.

* Lewis and Clark County 1994 figures

SECTION 2– CUSTOMER CHOICE

A. Explain how your One–Stop Career Center will provide choices for customers on ways to receive information.

Kiosks will be available in multiple locations.

Personal computers will be available in multiple locations.

Personal contact will be provided at participating agencies and organizations.

Telephone access will be provided to access information and/or make referrals.

Printed information available at multiple locations.

A variety of methods for accessing information and/or referrals will be used to accommodate people with disabilities and those with individual preferences.

B. Explain how your One–Stop Career Center will provide choices for customers on types of services available.

These services are available in Helena:

Service	Location	Contact
Labor market information	Job Service	Chic Barnett
	Rural Education Opportunity, Inc.	
Dislocated worker retraining	Job Service	Mark Weggenman
	AFL-CIO Project Challenge	
Skill testing (typing, spelling, 10-key)	Job Service	Kim Lane
	Career Training Institute	
Aptitude testing/career exploration	Job Service	Bill Nelson
	Carroll College	Rosalie Walsh
	AFL-CIO Project Challenge	
	Career Training Institute	
Labor Exchange	Job Service	Chic Barnett
	Carroll College	Rosalie Walsh
	Rural Education Opportunity, Inc.	
Economically disadvantage retraining	Job Service	Ruby Foster
On-the-job training (OJT)	Job Service	Ruby Foster
Job search skills	Job Service	Chuck Peavey
	Capital High Career Center	C. Eden
	AFL-CIO Project Challenge	
	Career Training Institute	
Teacher placement	Job Service	Doris Hiles
Federal bonding	Job Service	Bill Nelson
Alien certification	Job Service	Gary Stout
National labor exchange information	Job Service	Chic Barnett

These services are available in Helena: (continued)

Service	Location	Contact
Case management	Job Service	Mark Weggenmen
	Career Training Institute	
	Helena Industries	Pete Hathaway
	Rural Education Opportunity, Inc.	
Veterans outreach services	Job Service	Jim Horne/Rod Brown
Employment insurance claims assistance	Job Service	L. McCauley
Employment agreements for CDBG	Job Service	Phil Grossberg
Job registry	Job Service	Doris Hiles
Job readiness classes	Career Training Institute	
	Carroll College	Rosalie Walsh
	AFL-CIO Project Challenge	
	Job Service	
	Rural Education Opportunity, Inc.	
Specialized workshops and classes	Career Training Institute	
	Carroll College	Rosalie Walsh
	Job Service	
Computer literacy classes	Career Training Institute	
	Helena Housing Authority	
Non-traditional training	Career Training Institute	
	Rural Education Opportunity, Inc.	
Self-esteem classes	Career Training Institute	
Job Club	Career Training Institute	
	AFL-CIO Project Challenge	
Individual job development and placement	Career Training Institute	
	AFL-CIO Project Challenge	
	Rural Education Opportunity, Inc.	
	Job Service	
Job retention services	Career Training Institute	
Supportive services (child care, transportation, clothing)	Career Training Institute	
	AFL-CIO Project Challenge	
	Helena Housing Authority	
	Rural Education Opportunity, Inc.	
	Job Service	
Counseling and guidance	Rehabilitation Services	Christensen, Drynan
	Carroll College	Rosalie Walsh
	Career Training Institute	
	Job Service	

These services are available in Helena: (continued)

Service	Location	Contact
Financial assistance	Rehabilitation Services	Christensen, Drynan
	Career Training Institute	
Tools, equipments and licenses	Rehabilitation Services	Christensen, Drynan
	Career Training Institute	
Artificial aids	Rehabilitation Services	Christensen, Drynan
Medical services and placement	Rehabilitation Services	Christensen, Drynan
Migrant worker services	Rehabilitation Services	Christensen, Drynan
	Rural Education Opportunity, Inc.	
Career resource library	Carroll College	Rosalie Walsh
Career and job research via computer	Carroll College	Rosalie Walsh
	Capitol High Career Center	C. Edie
	Career Training Institute	
	Job Service	
Faculty preparation on careers	Carroll College	Rosalie Walsh
Credential files	Carroll College	Rosalie Walsh
On campus interviewing	Carroll College	Rosalie Walsh
Pre-GED and GED classes	Adult Learning Center	Jake Gustad
	AFL-CIO Project Challenge	
Basic brush-up classes	Adult Learning Center	Jake Gustad
Clerical classes	Adult Learning Center	Jake Gustad
Tutoring of college level classes	AFL-CIO Project Challenge	
Weatherization	Rocky Mountain Development Council	
Youth employment and training	Rocky Mountain Development Council	
Scholarship information	Capitol High Career Center	C. Edie
Job placement	Helena Industries	Pete Hathaway
	Job Service	
Work adjustment services	Helena Industries	Pete Hathaway
Supported employment services	Helena Industries	Pete Hathaway
Vocational evaluation	Helena Industries	Pete Hathaway
Independent living services	Helena Industries	Pete Hathaway
Subsidized housing	Helena Housing Authority	
Youth activities	Helena Housing Authority	
Family self-sufficiency program	Helena Housing Authority	
Full service Library	Lewis and Clark County Library	

C. How will your One–Stop Career Center allow a single point of entry into any of the programs the customer chooses?

The customer could enter the system at any agency.

The customer would fill in a common "Customer Information Form" with basic demographic information.

A well-trained staff would be available for provide information or to help the customer input the requested demographic information.

The "Customer Information Form" would be entered into the computer network, some of the questions on the form would trigger referral sources for the customer or the agency.

Kiosk, computer and telephone access to the referral system would be available.

SECTION 3– INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

Programs	Agency
Wagner Peyser Act	Helena Job Service
Job Training Partnership Act	Helena Job Service
Veterans Employment and Training	Helena Job Service
Trade Adjustment Assistance	Helena Job Service
North American Free Trade Act	Helena Job Service
Unemployment Insurance	Helena Job Service
Worker Profiling	Helena Job Service
JOBS Regular Program	Career Training Institute
JOBS Unemployed Parent Program	Career Training Institute
Food Stamp Job Search Program	Career Training Institute
Teen Parent Program	Career Training Institute
HB400 State Displaced Homemaker Program	Career Training Institute
JTPA Adult IIA Program	Career Training Institute
JTPA Youth IIC Program	Career Training Institute
Carl Perkins 221-Computer Literacy	Career Training Institute
Carl Perkins 222 - Non-traditional Training Program	Career Training Institute
Basic Support/Section 110	Rehabilitation Services
Supported Employment Program	Rehabilitation Services
Independent Living Part B & Title 2	Rehabilitation Services
Montech Program	Rehabilitation Services
Migrant Workers Program	Rehabilitation Services
Extended Employment Program	Rehabilitation Services
Visual Services/Medical Program	Rehabilitation Services
Summit Project	Rocky Mountain Development Council
Helena Family Planning	Rocky Mountain Development Council
Community Service Block Grant Program	Rocky Mountain Development Council

Head Start Program	Rocky Mountain Development Council
Rocky Mountain Pre-School	Rocky Mountain Development Council
Child and Adult Care Food Program	Rocky Mountain Development Council
Senior Programs	Rocky Mountain Development Council
Youth Employment and Training Programs	Rocky Mountain Development Council
Migrant Worker Program	Rural Education Opportunity, Inc.
Seasonal Farm Worker Program	Rural Education Opportunity, Inc.

II. Describe the community partnerships established for your One–Stop Career Center. Include methods for maintaining coordination among the participating agencies.

Interagency Groups

Coordinated Placement Committee.

School–to–Work Committee.

JOBS Task Force.

Private Industry Council

Informal and Written Agreements

Job Service and Rehabilitation Services

Job Service and Adult Learning Center

Job Service and Career Training Institute

Job Service and Rocky Mountain Development Council

Job Service and AFL/CIO-Project Challenge-Work Again

Career Training Institute and Rocky Mountain Development Council

Career Training Institute and Adult Learning Center

Career Training Institute and Boyd Andrew Chemical Dependency Center

Carroll College and MCIS Program

Carroll College and other colleges and universities to provide reciprocity of career related services

Rehabilitation Services and Veterans' Administration

Rehabilitation Services and Indian Reservations

Rehabilitation Services and Workers' Compensation

Rehabilitation Services and AFL/CIO-Project Challenge-Work Again

Rehabilitation Services and and Projects with Industry

Rural Education Opportunity, Inc. and Adult Learning Center

Rural Education Opportunity, Inc. and Job Service

Rural Education Opportunity, Inc. and Career Training Institute

Rural Education Opportunity, Inc. and MSU-College of Technology

SECTION 4– PERFORMANCE BASE OR OUTCOME BASE

A. How will your One–Stop Career Center measure customer satisfaction?

A portion of the computer program would ask for suggestions, evaluation, or survey information.

Paper evaluations and surveys would be done.

For customers using the telephone access, questions evaluating the services would be asked.

Evaluations questions on the effectiveness of the One-Stop Career Center would be added to agency surveys.

B. Describe how you will use the information from your measurements.

Surveys would be reviewed on an agency level and at the task force level to evaluate and improve services.

SECTION 5– ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One–Stop Career Center. If your plan includes electronic linking, attach that information.

Within the first year:

* Establish Task Force to oversee and develop the One-Stop Career Center and establish the roles, responsibilities, commitment, and agreements of the agencies and private sector participants
* Develop a common "Customer Information Form"
* Explore of levels of information sharing and methods of dealing with confidentiality issues
* Identity cooperative agreements
* Identify primary and secondary agencies and their roles and responsibilities
* Explore options for piggybacking the computer network to other systems
* Explore costs of electronically linking agencies
* Explore contracting issues

Within three years:

* Provide centralized training for staff use of network
* Provide access and outreach to Jefferson and Broadwater counties.
* Establish electronic linking of the agencies and private sector participants

Within five years:

* Establish remote access to network through varying technologies.

2. Identify any obstacles which stand in the way for establishing your One–Stop Career Center.

Staff development and training

Confidentiality issues

State and Federal regulations regulate access and sharing of some information.

State and federal policies, such as equipment ownership and purchase, etc.

Customer reluctance to use technology

Resources need to provide guidance, training and assistance to customers to use electronics

Establishing coordination of linkages, information and referrals among community agencies.

Money and funding

HELENA

Kiosks will be available in multiple locations.

Personal computers will be available in multiple locations.

Telephone access will be provided to access information and/or make referrals.

Variety of methods of accessing information and/or referrals will be used to accommodate people with disabilities and those with individual preferences.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
800 number service		$100	$2,400	
Automated phone system		$3,000	$300	
Referral Information System		$10,000	$300	
Totals		$14,100	$3,110	$0

One Stop Career Center Planning

Helena, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Helena		Y	Adult Learning Center	Jake Gustin	815 Front St	Helena, MT 59601	447-8876			
Helena		Y	AFL-CIO Project Challenge- Work again	Dan Newman	110 N. Warren PO Box 1176	Helena, MT 59601	443-2136			
Helena			Blue Cross & Blue Shield	Jane DeLong	P.O. 8ox 4309	Helena, MT 59604				
Helena	Y	Y	Capital High School- Career Center	Christie Eden	100 Valley Drive	Helena, MT 59601	442-2536	MAC	N	Y
Helena		Y	Career Training Institute	Sheila Hogan	32 S. Ewing	Helena, MT 59601				
Helena		Y	Caroll College Student Development Center	Bruce Busby, Lois Fitz	1601 N. Benton	Helena, MT 59601	447-4341			
Helena		Y	City of Helena, Mayor	Kay McKenna	306 N. Park	Helena, MT 59601	447-8000			
Helena		Y	Commissioner of Higher Education	Jane Karas			444-6570			
Helena		Y	Department of Labor and Industry	Ingrid Danielson			444-2416			
Helena		Y	Department of Labor- Research	Cathy Shendle						
Helena		Y	DPHHS- Jobs	Jan Paulson						
Helena			Helena Area Chamber of Commerce		225 Cruse	Helena, MT 59601				
Helena			Helena College of Technology of U of M		1115 N. Roberts	Helena, MT 59601				
Helena		Y	Helena Housing Authority	Joanne Hale, Cleo Kle	812 Abbey	Helena, MT 59601				
Helena			Helena Indian Alliance		436 N. Jackson	Helena, MT 59601				
Helena		Y	Helena Industries	Pete Hathaway	1325 Helena Ave.	Helena, MT 59601	442-8632			
Helena		Y	Helena Job Service Center	Phil Grossberg & Lynn	715 Front St	Helena, MT 59601	447-3226, -3202			
Helena		Y	JTCC/Laborers Training	Felicity McFerrin	4318 Jim Town Road	Helena, MT 59601				
Helena		Y	Lewis & Clark Human Services	Jim Greer	P.O. Box 5029	Helena, MT 59604-5	444-1700			
Helena		Y	Lewis and Clark County	Sheila Cozzie	P.O. Box 1724	Helena, MT 59601				
Helena			Lewis and Clark County Commissioner	Blake Wordal	316 N. Park	Helena, MT 59623				
Helena		Y	Lewis and Clark County Health Department	Susan Palermo	1930 9th Ave., Suite 207	Helena, MT 59601	443-2584			
Helena		Y	Lewis and Clark Public Library	Debbie Schlesinger	120 S. Last Chance Gulch	Helena, MT 59601	442-2373 x17			
Helena			MACO	Gordon Morris	2711 Airport Road	Helena, MT 59601				
Helena		Y	MCVE	Jim Fitzpatrick			444-2962			
Helena		Y	Mental Health Services, Inc.	Barbara Kriskovick, B	438 N. Last Chance Gulch	Helena, MT 59601	442-4934			
Helena			MT Independent Living Project	Jim Meldrum	38 Last Chance Gulch	Helena, MT 59601	442-5755			
Helena		Y	MT Job Training Partnership	Sue Mohr, Laurie Lam	302 N Last Chance Gulch S409		444-1330			
Helena		Y	Rocky Mountain Development Council	Linda Grief, Dan Sulliv	P.O. Box 1717	Helena, MT 59624	443-0800, 447-1680			
Helena		Y	Rural Education Opportunities, Inc.	Bill Brinkman	25 S. Ewing	Helena, MT 59601				
Helena			United Way		805 N Last Chance Gulch	Helena, MT 59601	442-4360			
Helena	Y	Y	Vocational Rehabilitation	Cathy Drynan, Ken C	3075 N. Montana Ave	Helena, MT 59601	444-1710	IBM	N	N
Helena		Y	Vocational Rehabilitation	Gail Briese	111 N. Sanders	Helena, MT 59601	444-5482			
Helena				Bob Marks	40 Ohio Gulch Rd	Clancy, MT 59634				
Helena				Chuck Notbohm	County Courthouse	Boulder, MT 59632				
Helena				David Owen	P.O. Box 1730	Helena, MT 59624				
Helena				John Hohn	513 Elm	Townsend, MT 59644				
Helena				Ray Phillips	P.O. Box 354	White Sulfur Springs, MT 59645				
Helena			Office of Public Instruction	David Huff						
Helena			Veteran's Administration	Polly LaTray-Holmes	111 N. Last Chance Gulch, D-4	Helena, MT 59601				
Please send any changes or additions to:										
			BDM Technologies	Chuck Conley	3075 N. Montana Ave S-101	Helena, MT 59601	443-8432	Fax:	49-3981	

ONE-STOP CAREER CENTER PLAN

Name of Community: **Kalispell**

Signatures of Contact People:

Representatives of One-Stop Career Center

Merilee Fielding
Flathead Job Service
427 First Ave. E.
Kalispell, MT 59901
(406) 758-6200

Sherry Stevens Wulf
United Way
1020 South Main
Kalispell, MT 59901
(406) 752-7266

Person who wrote this Plan

Roberta M. Sullivan
Box 1870
Whitefish, MT 59937
(406) 862-1671

Merilee Fielding
Sherry Stevens Wulf
Roberta M. Sullivan

1. Describe the area being served by your One-Stop Career Center:

Geographic Area FLATHEAD COUNTY, STATE OF MONTANA- 1994 Annual Averages

Major employment sectors

Agriculture 300	Wholesale/Retail Trade 6,700
Manufacturing/Construction 5,000	Services 6,200
Transportation/Utilities 1,000	Government/Education 3,850

Demographics

Size of labor force 36,640	Unemployment Rate 6.7%
New Business firms 286	Other Factors: Highly competitive job market
Job Openings 8,000	

2. Indicate the "location" of Your One-Stop Career Center:

Our community would be best served through multiple locations providing information and referrals. The on-site responsibility for distribution of such information as well as assistance to the client in utilizing the information will vary from site to site. "Locations" are planned at existing sites of customer service such as social service agencies, public libraries, public secondary schools and the county's 2 year comprehensive community college. Management systems in place at each site will facilitate the development of personal contact strategies.

SECTION 1- UNIVERSALITY

Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area.

The selection of locations, the breadth of information, and professional development for staff are the key ingredients of inclusion and universality. Our information "locations" will open doors to each member of the general public in an invitational manner. The selection of sites will reflect centers of community activity that are currently utilized by a wide cross section of our population. Aggressive efforts will be undertaken to ensure community awareness of the locations and their purpose. It will be important to break down barriers in accessing information without implying entitlement to services. The participants in this plan are aware of this need and have accepted that challenge.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Flathead Valley locations will provide a variety of choices in how individuals might access information. Individual skill differences and learning style preferences will be recognized through providing printed material on information racks, technology choices through networked computer resources, and personal contact through interaction with trained individuals at each location. An additional choice is being investigated in the form of telephone communication and voice response unit possibilities at some locations.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

Locations will provide up-to-date and accurate career information as it relates to local labor markets and training possibilities. Customers will be able to access information on specific employment openings and the hiring requirements, make contacts for assistance with job search and explore possibilities for educational opportunities and vocational training in Flathead County preparing an individual for a place in the workforce. Additional career information will be provided so customers can investigate the myriad of possibilities in the larger labor markets as well as education and training available on a more regional and/or national level.

Understanding that an opportunity to prepare for, enter, or be more mobile within the workforce is dependent on the satisfaction of basic needs, locations will also provide information on social services designed to assist the customer in meeting such needs. General educational opportunities through Adult Basic Education, Community Education and Flathead Valley Community College will also be available.

Greater utilization of the community-wide referral form provided as a service of United Way will move towards the concept of a common intake form. While personal demographics can be a part of this form, we realize that certain intake information at agencies varies by necessity. Assistance can be provided at each location in determining what is needed at specific agencies.

Through this collaboration in the one-stop concept, Labor & Industry, Social & Rehabilitative Services, and Public & Post-Secondary Education might be viewed as a seamless system in the task of facilitating the customer's move towards self-sufficiency and self-reliance.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agencies for each.

Department of Labor and Industry

- Wagner Peyser Act
- REO, Inc.
- Labor Market Information
- Trade Adjustment Assistance
- Job Training Partnership Act
- MT Job Training Partnership, Inc.
- Veterans Employment and Training
- North American Free Trade Act
- AFL-CIO Project Challenge:Work Again

Department of Public Health and Human Services

- Job Opportunities/Basic Skills
- Food Stamp Job Search
- Vocational Rehabilitation

Department of Family Services

Northwest Montana Human Resources Council

Montana PEAKS

Western Montana Mental Health Center

Flathead City/County Health Department

Flathead Valley Community College

- Adult Basic Education
- TRIO Programs
- Community Education
- Tech Prep Link w/ high schools
- GED Preparation & Testing
- Carl Perkins Vocational Education
- Small Business Development Center
- Career Center

Flathead County Library System

United Way and member agencies

2. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

Agencies in the Flathead Valley have a precedent for cooperation and collaboration. Most of the agencies listed above have written interagency agreements that reflect their desire to best meet the needs of the customers they already serve as well as those they may serve in the future. In addition, many focus groups have formed which meet regularly in order to offer mutual support in on-going programs as well as to exchange information enriching to all participants.

Leadership for such gatherings comes from the United Way in our area. Six times each year, this organization holds an interactive forum for Health and Human Service Providers.

Additional groups are:

- Basic Needs Network
- TEAM Farm Coalition
- Flathead Therapists' Alliance
- School Counselors' Group
- Nursing Home Administrators
- Mental Health Crisis Team
- First Call For Help
- Child Care Providers
- United Way Task Force
  - Youth Issues
- United Way Task Force
  - Mental Health
- FAME (Flathead Area Medical Emergency)
- Healthy Mothers/Healthy Babies Coalition
- Case Managers' Coalition
- Social Workers Organization
- Community Service Coalition
- Home Care Providers
- The Placement Network
- Chemical Dependency Workers
- Flathead Aids Council
- Strengthen Families Coalition
- United Way Task Force
  - Substance Abuse

Support is offered new focus groups as they form based on specific needs.

SECTION 4- ASSESSMENT

A. What methods or processes will you use to gather feedback from your customers?

Each participating agency has an established procedure for determining customer satisfaction internally. With the addition of an inquiry concerning the customer's awareness of/use of the One-Stop Center, year-end reports from these agencies can reflect a wealth of information. Also, customer satisfaction can be indicated and tracked through ongoing recording and tracking of data at each center location. With printed material, dissemination will be monitored for restocking. Items needed would be an indicator of customer satisfaction. In the computer information system, a tracking mechanism can be incorporated to provide feedback from each customer as to their satisfaction upon exiting the network. Also, the community-wide referral form is already designed to provide a copy to be used for reporting. Economic factors are also considered indicators of success. Demographics concerning unemployment, new business starts, and need for social services would establish a base line of information that can be monitored to determine the move towards self sufficiency by members of the local labor force.

B. How will you use the information from your measurements?

Focus groups of agency representatives and customers will meet with regularity to discuss and review what is working and what is not. These focus

groups will provide input to specific agencies as well as the One-Stop Center coordination team. The improvement in providing information services as well as in communication will come from such meetings. Sites will be evaluated and modified as necessary. Community success stories will be shared with the media so that such authentic assessment of the services will encourage increased participation by others who might benefit from One-Stop Center involvement.

Section 5- Administrative

Time Line

July, 1995	First Meeting of Invited Participants
August, 1995	Second Meeting -Local Plan Drafted
September, 1995	Plan Submitted to State
August-December, 1995	A) Development of Community Resources 1. United Way/Library Projects 2. Individual Agency Review and Updates of informational pieces B) Study of technology needs United Way Survey to agencies C) Establishing local electronic linking plan BDM Technologies & local committee D) Selection of locations for "One-Stop" 1. assess needs-equipment & materials 2. name individual(s) responsible for personal contact component E) Development and Implementation of Professional Development program

Obstacles

In reviewing the obstacles which might stand in the way of establishing our One-Stop Career Center, our committee looked at circumstances of customer need, staff need, and equipment need. A statement of need and a brief comment are listed for your consideration.

ADA Considerations

Sharing of information with customers who might have visual or auditory challenges will need to be addressed. Funding for accommodations will be needed.

Literacy Considerations

Often printed material is written assuming certain reading skills. Although part of our mission is to encourage education for individuals with challenges in this area, we will want to offer information that is useable while the customer might be in process. This obstacle may require funding in order to rewrite/reprint certain informational pieces in a high interest/low reading level format.

Location Considerations

Public transportation is difficult if not impossible in our service area. We will need to consider this carefully when establishing sites. To be visionary, one might see a mobile site as a possibility. This concept would allow a staff person to take a van or trailer to more remote locations in the area on a rotating schedule. Funding would be necessary.

Staff availability will be a consideration at some of the proposed sites. For example, the public library setting is a wise choice for printed information as well as information available through technology. However, it is not a site that will be able to dedicate a staff person to personal contact with customers with regularity. Funding for a part-time staff person to provide such services would help with this situation.

Hours of Service will be a consideration for us. Many sites that have been discussed as we begin site selection have regular business hours. Funding for additional or alternate hours may be necessary at certain sites.

Customer Awareness of Locations is a consideration that will require funding to allow for advertising through various media channels. It is suggested that state-wide advertising might be cost effective. An 800 number with specific community information might be a feasible approach to this obstacle that is surely shared by other sites.

Technology that is compatible and up-to-date at each site will be a consideration. The possibilities of offering State of the Art services is one that will require funding so that services are standardized across the service area. To model the "No Wrong Door" concept requires that a customer have access to the same services at each of the multiple locations.

Staffing Considerations

Appropriate training is a top priority with our community. The success of the One-Stop Career Center will be based in the training that allows each participant to see and understand the shared responsibilities between agencies. As was mentioned earlier in our

plan, the services must be seamless. Customers need the support of a united effort in which they have been empowered to participate.

Technology training and local technical assistance is a consideration. Trouble shooting services that are far removed from the service area have not proven successful for most agencies. The resources for such considerations should be earmarked in budgeting.

Information Considerations

Uniformity of printed pieces will be needed in order to make information racks feasible. Funding will be needed to assist agencies that have already elected a particular format for their piece and have existing supplies.

Confidentiality will need to be addressed and clarified in order to assist us in utilizing the concept of an information exchange.

ONE-STOP CAREER CENTER PLAN

Name of Community: **Kalispell**

Additional Information

Section I: Universality

The team members involved in the One-Stop career Center Plan for Kalispell were proactive in their thinking about community awareness of services that would be embodied in their project. Together they brainstormed a list of resources that could be used. Some of those avenues are as listed below.

1. Community Calendar PSAs on local televisions stations
2. Announcements and Press Releases to Newspapers in the area
3. Radio PSAs
4. Posters at various locations including public schools, food banks and other emergency aid locations, consumer protection and legal service agencies, as well as health care locations.

Section III: Integration of Services

Further information on programs available through certain agencies participating in the One-Stop planning is as follows:

Department of Family Services- Offers adoption referral, child protection, adult protection, developmentally disabled service, day care licensing and registration, foster care licensing and juvenile aftercare.

Northwest Montana Human Resources- Provides weatherization and fuel assistance, housing and rental assistance, employment programs for youth, displaced homemakers and older workers, home health care services, case management including financial skills, educational opportunities, and employment assistance for AFDC recipients, Food Stamp Job Search Program and a media production department capable of producing PSAs and other forms of communication.

Montana PEAKS- Provides AFDC recipients living in the north part of the Flathead Valley with case management, financial skills, educational opportunities, and employment assistance as well as offering the Food Stamp Job Search Program to qualifying candidates. Montana PEAKS also works with local schools on "school-to-work" projects.

Western Montana Mental Health Center- In addition to counseling, emergency services and outpatient services, Lamplighter House offers vocational training, transitional employment, guaranteed job performance and counseling for Lamplighter House clients who have barriers due to mental illness.

Part II- Focus Groups Formed

The following is a list of focus groups currently meeting. This list is provided by the United Way. This list was included under Section II, question 2.

Basic Needs Network
TEAM FARM Coalition
Coalition of Private Therapists
Community Service Coalition
Home Care Providers
Placement Network (job placement)
FAME Council (medical emergency)
First Call for Help Team
Child Care Providers
Strengthening Families Coalition
United Way Task Force-Mental Health & Substance Abuse
Case Managers' Coalition
Social Workers' Organization
Flathead Therapists' Alliance
School Counselors' Group
Nursing Home Administrators
Chemical Dependency Workers
Sign Language Interpreters
Flathead AIDS Council
United Way Task Force-Youth
Healthy Mothers, Healthy Babies Coalition
Mental Health Crisis Team

Section IV- Assessment

In discussions concerning assessment, participating agencies each shared that they are currently using a system of assessment that is necessary for year end reporting. Agencies did not share names of personnel that actually compile this year end information. Also, the Kalispell group is in the process of selecting sites. As sites are selected, agencies hosting a site will determine the person or persons within their agency that will make up the infrastructure (coordinating team) of the Kalispell One-Stop Center project. At that time, specific names could be provided. Presently, names of Agency directors/representatives are offered. These individuals could be contacted at their agency address or at the present time, through one of the plan representatives listed on the cover page to this plan.

Merilee Fielding
Kalispell JOB Service

Leslie DeWitt
Northwest Montana Human Resources Council

Margaret Girkins
FVCC-Adult Basic Education

Vona Sundberg
Vocational Rehabilitative Services

Mary Danforth
Montana PEAKS

Sherry Stevens Wulf
United Way

Sandy Newsum
Western Montana Mental Health Center

Janice Hamilton
REO, Inc.

Judi Yeats
Dept. of Public Health and Human Services

FLATHEAD

1-800 number with voice response unit.

Add service directory to the county library information system.

In Whitefish, Columbia Falls and Big Fork.

Referral information system.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
Referral Information System		$10,000	$300	
Staff Training		$1,000	$500	
Totals		$11,000	$800	$0

One Stop Career Center Planning

Kalispell, Montana

Community	Link?	Attend?	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Kalispell			AFL-CIO Project Challenge	Howie Rosenleaf	347 Second Ave W	Kalispell, MT 59901				
Kalispell			Capitol Opportunities of Kalispell		PO Box 8300	Kalispell, MT 59904				
Kalispell			City of Kalispell, Mayor	Douglas Rauthe	PO Box 1997	Kalispell, MT 59903				
Kalispell		Y	County Commissioner	Howard Gipe	Flathead County Courthouse	Kalispell, MT 59901	758-5503			
Kalispell		Y	DPHHS	Vona Sundberg	PO Box 2357	Kalispell, MT 59901	755-1515			
Kalispell			DPHHS- Dept of Family Services		2282 Highway 93 South	Kalispell, MT 59901				
Kalispell		Y	DPHHS- Kalispell	Brenda Gulledge	Box 1096	Kalispell, MT 59901				
Kalispell		Y	DPHHS- Vocational Rehabilitation	Brigitte Winfield		Kalispell, MT 59901	755-5408 x4			
Kalispell			Flathead City/County Health Department		723 Fifth Ave. E.	Kalispell, MT 59901				
Kalispell		Y	Flathead County Library System	Nancy Van Vuren	247 First Ave E.	Kalispell, MT 59901	758-5816			
Kalispell			Flathead Economic Development Corp.		15 Depot Park	Kalispell, MT 59901				
Kalispell		Y	Flathead Valley Comm College- ABE	Margaret L. Girkins	777 Grandview Dr	Kalispell, MT 59901	756-3884			
Kalispell		Y	Green Thumb	George Erickson	PO Box 2587	Great Falls, MT 59403	761-4821			
Kalispell			Human Resources Council		PO Box 8300	Kalispell, MT 59901				
Kalispell			JTC	Noel Wlliams	PO Box 15	Eureka, MT 59917				
Kalispell			JTCC	JoEllen Estenson	Box 250	Columbia Falls, MT 59912				
Kalispell			Kalispell Area Chamber of Commerce		15 Depot Park	Kalispell, MT 59901				
Kalispell		Y	Kalispell Job Service	Marilee Fielding	427 First Ave East	Kalispell, MT 59901	758-6241			
Kalispell		Y	Mental Health Center	Sandy Newsum	723 Fifth Ave. E.	Kalispell, MT 59901	257-1336			
Kalispell		Y	Montana Peaks	Mary A. Danford	PO Box 2335	Kalispell, MT 59903	892-5767			
Kalispell		Y	NW Montana Human Resources Council	Leslie DeWitt	PO Box 8300	Kalispell, MT 59901	758-6255			
Kalispell			Private Industry Council- The Prudential	Jane Lopp	PO Box 7547	Kalispell, MT 59904				
Kalispell		Y	Rural Employment Opportunities, Inc	Janice Hamilton	PO Box 2526	Kalispell, MT 59901	752-7208			
Kalispell			United Way	Sherry Stevens Wulf	PO Box 7217	Kalispell, MT 59904	752-7266			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432		Fax 449-3981	

ONE-STOP CAREER CENTER PLAN FOR LEWISTOWN & CENTRAL MONTANA

;natures of Contact People:

presentative of One-Stop Career Center ;nature, Address, Phone number	Person's who wrote this plan, Signature, Address, Phone number
Eileen F Samson	X Eileen F Samson
Pamela Higgins	Pamela Higgins

Describe the area being served by your One-Stop Career Center:

ographic Area: Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland counties.

lajor Employment sector--establishment data (in percentages)

	Fergus	G.V.	J.B.	Muss.	Pet.	Whtlnd
riculture/Forestry/Fisheries:	18.8%	51.5%	43.8%	19.8%	53.4%	41%
olesale/Retail Trade:	3/19	.5/9	2.4/10.8	3.3/19.3	.4/5.4	1.9/12.9
nufacturing/Construction:	4.7/6.7	3/3.9	1.7/5.4	5.4/5.6	6.5/4.3	5/4.6
vices (including finance, insurance & real estate	28	10.8	12.5	22.1	4.6	18.9
nsportation/Utilities:	2.6/1.7	3.5/0	5.1/.7	4.8/1.0	.7/1.8	2.6/1.3
vernment/Education:	3.5/8.8	6/10.4	4.3/13.3	3.9/7.5	4.7/18.1	3.8/7.9
ning:	3	1.4	.2	7.1	0	.2

mographics:	**state**						
ze of labor force:		5903	506	1110	1903	321	1233
nemployment Rate:	5.1%	4.8%	7.5%	4.5%	6.6%	5%	4.5%
New business firms:		64	2	5	21	1	9
+Job Openings:		800					

. S. Bureau of the Census, 1990.
ontana Department of Labor and Industry's Research and Analysis Bureau, 1994 annual figures.
Montana Department of Labor and Industry's Research and Analysis Bureau, 1995 first six months.
ewistown Job Service

Indicate the "LOCATION" of your One-Stop Career Center:

Centennial Plaza is a central hub for primary information and services with ancillary locations. With electronic linking each office will be able to provide information and referrals and coordinated case management.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

A computer service directory will be created for placement on the Job Service Kiosks, service agencies and public libraries.

-Expand Job Services kiosks.
-Computer terminal in each service agency.
-Computer access from anywhere via 800#.

Currently, customers are provided information about service providers through various resource directories. This proposal includes the development of a current social service directory through the Central Montana Network area resource booklet. These booklets list all area service providers, their associated programs, addresses and phone numbers. Education and training options are available through the catalogs of Montana's higher education network which is statewide and includes all public colleges, universities and vocational technical institutes. Plans are underway for a central Montana information data network which would provide customers with a listing of all social services and a subdirectory of available education and training programs.

The process envisioned is that a customer visits a public entity (such as the library, a kiosk, or other generally accessible location) and accesses social service information through a local access computer bulletin board. The initial assessment would request information about the person's specific situation and needs. Based upon how the questions are answered, the computer would then review the services available based on the person's specific needs. The person could then print out the information with social services addresses and telephone or they could enter into a screen that would ask their name, address and phone. This information would then be electronically transferred to the proper agency by means of this on-line self-referral process. Agencies would review the self-referrals on a daily basis and contact the interested party.

The information in the Central Montana Job Connection Network social service and employment and training directories will be adapted to a computerized network. The directories will address the program offerings and eligibility criteria. The information will also give the customer the past annual report information related to the performance of each program (i.e., numbers served, placed, trained, average wage at placement, etc.). With this information the customer or the case manager are able to choose the program offering the services needed.

The One-Stop Career Center will serve a rural six-county area in central Montana. Many of the participating agencies are presently co-located at one site in Lewistown. The overall goal of the proposal is to electronically link-up and integrate all participating agencies for the purpose of a) sharing labor market information; b) sharing job listings; c) transferring eligibility

information to appropriate programs; d) making referrals (both self-directed and agency directed); e) disseminating information on employment, education and training opportunities, including apprenticeship programs, adult education, and higher education; f) forwarding individual assessment information to appropriate agencies; g) providing an automated case management system; h) sharing resources used by participants; and i) sharing and maintaining public and non-profit worksite information.

The geographic area includes Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland Counties. This corresponds to the Montana Association of Counties (MACo) District 6. The area is highly rural, with a total of 12,329 square miles and a total population of 24,190 or a density of 1.96 people per square mile, compared to the state average of 5.5 people per square mile. The largest community in the six-county area is Lewistown (in Fergus County) with a population of 6,051 people. Lewistown is the major trade center in the area.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

The intent of this proposal is to provide a single access point which provides coordinated services. Customers accessing the Central Montana Job Connection Network have their choice of program offices housed at the Centennial Plaza in Lewistown. Each program office will maintain its individual identity, but would have the ability to access the Central Montana Job Connection Network to determine the programmatic needs of the customer through the use of the universal intake and application process. Through the Central Montana Job Connection Network the customer could access the job listing services through an electronic data linkage shared by all participating agencies. The employment service ALEX will be networked as well as all other labor market information contained at any one of the program offices linked into the Job Connection Network. This will be especially helpful through the use of a laptop PC and modem in the rural counties. Currently, labor market information is not readily available to individuals in the rural areas outside of Lewistown. Customer choice for participants and employers will be the main emphasis of this project. Customer convenience and time savings will be the priority of the Central Montana Job Connection Network services.

The Employment Service is in the process of setting up Kiosks across the State. The installation of a Kiosk in Lewistown is scheduled for 1996.

The Lewistown Human Resource Development Council currently has a toll free number which is advertised in their agency pamphlet and on all public service announcements.

Achievement of this goal will 1) project a single image, the Central Montana Job Connection Network, to the community and outlying areas; 2) create a more efficient, universal system to

serve employers and participants; and 3) provide for a more effective means of serving the rural communities.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

Career and Labor market information is available at all program offices in the form of Montana Department of Labor and Industry, Research and Analysis Bureau publications; University, College and Vocational Technical School publications and catalogs; local and regional Job Fairs held periodically; and, individual career and job counseling from Job Service. All of the above is also provided to program eligible individuals through the Human Resource Development Council, JOBs program, Food Stamp Job Search program, the AFL-CIO JTPA Title III Project Challenge: Work Again program, Central Mt. Adult Learning Center and the Rehabilitation Services JTPA Title II Adult Disabled program.

The Human Resource Development Council also conducts a specialized annual assessment of MACO District 6 which determines the needs of the low income population in the six-county area served. This assessment is distributed to low income residents in all counties served and asks questions directly related to employment and training needs.

The Central Montana Job Connection Network currently supplies job information, job listings and hiring requirements for job openings to customers through the Job Service Work Order postings, the ALEX self-directed job search system, local newspaper listings and job development activities by various program operators on behalf of eligible participants for their particular programs. Each program utilizes all these methods and can make referrals to any job opening. Job Services' Employer Network keeps information on local listings up to date by notifying Job Service immediately on openings and hirings.

Most programs located in Centennial Plaza provide participants with job search skills training either directly or through referral to the Human Resource Development Council or Job Service.

College courses are available from Educational Opportunities for Central Montana through Montana State University. Additional two-year programs and a variety of college courses through the Montana University System are offered annually. Northern Montana College in Havre offers counseling and educational guidance for adults. Information on the availability of education and training programs is through University, College and Vocational Technical School publications and catalogs; local and regional Job Fairs held periodically; and, individual career and job counseling from program operators. Gathering of information on the quality of education and training programs is being included in Montana's One-Stop and School-to-Work planning grants as well as the national quality and standards effort.

Each program performs testing and assessment relative to their program needs. The Job Service, Human Resource Development Council, Rehabilitation Services and Project Challenge: Work Again program are all funded in whole or part by JTPA and Individual Service Strategies,

Reemployment Plans or Individual Rehabilitation Plans are required for all participants. Testing and assessment instruments utilized include the TABE, BASE, MCIS assessment, VIP, GATB, Indent, ABCD/IBCD, WRAT, Holland Inventory, Kyder and the Myers-Briggs.

General eligibility information is provided to customers through the local Directory of Human Services listing. Specific program eligibility is determined by each program operator for their programs. Customers are assisted in accessing services by a formal referral system which include a three part referral form, one copy for the referring agency, one copy for the customer, and one copy for the agency to which the individual is being referred. Part of the process is a detachable return form to be completed by the agency to whom the customer was referred and returned to the referring agency to track any action taken by the agency receiving the referral.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

Currently, program providers are entrenched in a "paper chase" because of various program requirements and the lack of available computer technology. The purpose of this proposal is to electronically link-up and integrate all program providers for the purpose of more efficiently serving all customers. A positive result of the electronic networking will be to project a single image of a One-Stop Career Center System.

Specific basic services available to all customers at any of the program offices located in the Central Montana Job Connection Network will include a basic universal screening/referral which will be a basic needs assessment of the individual's personal needs. After this is done the person will be referred to the proper social services which will begin with a case management approach to the individual.
An example could be an unemployed person who may be eligible for AFDC, rental assistance or child care. The Job Connection Network case management team member would then do an assessment of employment, education, training and other basic needs. Based on the assessments which would be documented in the automated case management system, the individual would be referred to the appropriate services. The Job Service may provide assistance with resume writing and job search assistance; while the HRDC may do employability enhancements through JTPA or other employment activities through JOBS. All employment and training components would be networked and each participant would have a file. It would contain basic information regarding eligibility, enrollment, assessment and services received by any of the programs participating in the Job Connection Network. The electronic participant file would prevent duplication of program activities and services.

Employer and public and non-profit worksite information from the six-county area will also be stored on the network and will be available as a resource to participants, program counselors, and job developers. This information will complement, but not duplicate ALEX.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

The following is a listing of program operators and some of the specific services offered:

District VI Human Resource Development Council (Lewistown HRDC): JTPA IIA, IIB, IIC, JOBS, Older Worker, Food Stamp Job Search, Microbusiness Finance Program, Capital Opportunities.

The Lewistown HRDC offers a full range of services to all customers, including such items as:

1. Outreach, recruitment, eligibility determination and referral to all six counties in MACo District 6;
2. Testing and assessment in basic skills, basic academic skills for employment, career assessment, vocational implication of personality and interest inventory test;
3. Training and training related services are very comprehensive and cover the full range including such items as: basic skills, OJT, Work Experience (WEX), Limited Internship (LIN), Employment Skills, Occupational Skills, adult and youth competencies, Counseling, Case Management, Entrepreneurial training, advanced technology training, preapprenticeship training, job search assistance and job development;
4. Referral of customers as appropriate to other services in the community including the Council on Aging, Rural Employment Opportunities, Food Bank, Salvation Army, Job Service, Family Services, Office of Human Services, Mental Health, Department of Labor: Wage and Hour Claims, Workers Compensation, and Literacy and Adult Basic Education;
5. Model Office and numerous software packages for such items as Resume preparation, skill remediation and basic office technology.
6. Job Opportunities and Basic Skills (JOBS) and Food Stamp Job Search programs provide intensive case management to AFDC and FS families including job search, job skills training, job readiness, education, on-the-job training, community work experience and supportive services. The success of this local program has qualified for the state JOBS Incentive Award by exceeding the performance standards required by the state Department of Social and Rehabilitation Services.
7. Lewistown HRDC also operates the following programs: Micro Business, Child Care Nutrition, Child Care Referral, LIEAP, Weatherization and Emergency Assistance.

Fergus County Office of Human Services: Public Assistance

Fergus County Office of Human Services (part of a six county combination including Musselshell, Golden Valley, Wheatland, Judith Basin, Fergus and Petroleum Counties) provides economic assistance benefits for low income families as follows:

1. With the implementation of Welfare Reform, the Office of Human Services is changing its purpose from one of eligibility to employment preparedness through intensive case management, and resource brokerage to facilitate participant self-sufficiency.
2. Is responsible for administration of FAIM (Montana's Welfare Reform Initiative), AFDC financial including transitional supportive services, Food Stamps, and Medicaid for families, children, aged, disabled and blind.
3. Accomplish the determination of eligibility through analyses and evaluations by interpreting and applying appropriate federal and state mandated rules and regulations.
4. Review and comprehend participant employment and family history, educational background and current economic and emotional position to determine the existence and severity of barriers to economic independence.
5. Develops and coordinates employment, training and education resources/activities.
6. Refers clients to all appropriate services within the community.
7. Is responsible to design a Community Operating Plan for the six county area which includes the identification of all available resources.

Lewistown Job Service

The Job Service offers a menu of services to all customers, including:

1. Listing and advertising job openings for employers, including listing, as appropriate, jobs on the intrastate or interstate network;
2. Matching individuals to jobs based on skill and qualification requirements as determined by the employer;
3. Job development for customers who have special skills, abilities or knowledge;
4. Referral of customers as appropriate to other services in the community including the Council on Aging, Rural Employment Opportunities, Food Bank, Salvation Army, District VI HRDC, Family Services, Office of Human Services, Mental Health, Department of Labor: Wage and Hour Claims, Workers Compensation, and Literacy and Adult Basic Education;
5. Job Search Assistance
   a. Automated Labor Exchange Computer (ALEX) for self-directed interstate job search,
   b. Counseling on overcoming barriers to employment,
   c. Resume assistance including the use of Job Works software to produce resumes, interviewing techniques, and where and how to look for employment,

d. Testing and assessment including GATB, TABE, keyboarding and special tests as requested by employers;

6. Determining eligibility for JTPA IIA Adult and JTPA IIC Out of School Youth Programs
   a. Provide on-the-job training, occupational skills training, work experience, classroom training and employment skills training for IIA Adult participants,
   b. Provide limited internship, work experience, occupational skills training, classroom training and employment skills training for IIC Youth participants;
7. Process unemployment claims for central Montana.

Project Challenge: Work Again: Title III Dislocated Worker Program

Project Challenge: Work Again provides a full range of services to dislocated workers, including such items as:

1. Early intervention workshops, outreach, recruitment, eligibility determination and referral to all six counties in MACo District 6;
2. Testing and assessment in basic skills, basic academic skills for employment, career assessment, vocational implication of personality and interest inventory test;
3. Retraining and basic readjustment services are very comprehensive and cover the full range including such items as: basic skills, Employment Skills, Occupational Skills, OJT, competencies, Counseling, Case Management, Entrepreneurial training, advanced technology training, preapprenticeship training, job search assistance and job development;
4. Referral of customers as appropriate to other services in the community including Lewistown HRDC, Rural Employment Opportunities, Food Bank, Salvation Army, Job Service, Family Services, Office of Human Services, Mental Health, the Council on Aging, Department of Labor: Wage and Hour Claims, Workers Compensation, and Literacy and Adult Basic Education;
5. Relocation assistance, job placement assistance, job search and job club.

Rehabilitation Services: VR and JTPA IIA

Scope of Services or What VR may provide as determined in Rehabilitation Plan includes:

1. Assessment for determining eligibility.
2. Counseling, guidance, and work-related placement.
3. Vocational training which can include personal and vocational adjustment, books, or other training materials.
4. Physical and mental restoration services.
5. Maintenance for additional costs incurred while participating in rehabilitation.
6. Interpreter services for individuals who are deaf or reader services for the blind.
7. Rehabilitation teaching and orientation and mobility for consumers who are blind.
8. Occupational licenses, tools, equipment, and initial stock of supplies.

9. Transportation, if appropriate, in connection with vocational rehabilitation services.
10. Telecommunication, sensory, and other aids and devices.
11. Rehabilitation technology services.
12. Information and referral services to other agencies.
13. Transition services with schools to assist or facilitate short-term and long-term goals.
14. On-the-Job Training.
15. Supported employment services.
16. Extended employment services.

Adult Learning Center

The Central Mt. Adult Learning Center offers free adult and youth individualized instruction. The center is located in the Lewistown Public Library at 701 W. Main in Lewistown, the phone number is 538-7849. The hours of operation are as follows:

Tuesday 9-12 a.m. and 1-5 p.m.
Wednesday 9-12 a.m. and 1-7 p.m.
Thursday 9-12 a.m. and 1-7 p.m.

The Central Mt. Adult Learning Center provides Montana Certified, experienced instructors who provide the following services:

1. Basic reading, writing, math skills (K-12 levels)
2. GED prep using workbook, video or computer format
3. Computer basic functions, keyboarding, 10 key
4. Speed reading - Reference skills - Calculator use
5. Resume' writing - Vocabulary for work
6. Montana driver's license and Commercial Drivers License prep
7. Basic survival economics - Skills for living
8. Citizenship exam prep

Lewistown School District #1: Tech Prep/School to Work

The Lewistown School District is in support of and actively working at providing better School To Work opportunities for our youth.

Fergus High School, located in Lewistown, has a population of 550 students. During the four years of high school, each student will have the opportunity to do the following:

1. To develop a Career Portfolio. Each portfolio will include personal inventory information, resume, letter of application, sample application and career goal information.
2. To choose a Career Cluster area of interest and develop a four year plan for that area of interest.
3. Benefit from Tech Prep courses that could be accepted as credit in post-secondary schools in the state.

4. Participate in a job shadowing experience, work in an internship position and /or work as part of the Senior Co-op program.
5. If the need exists, participate in a work experience through our local Human Resource Development Council, Vocational Rehabilitation, Job Service or Department for Developmentally Delayed.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

The current delivery structure in Lewistown is the best means for implementation and for serving as a full One-Stop Career Center system because of the high degree of coordination and the fact that most of the human service agencies which serve the six-county area are presently co-located in one building. Housed in Centennial Plaza at 300 First Avenue North in Lewistown are the following: Employment Service (unemployment insurance, JTPA IIA, IIC, III Rapid Response, Wagner-Peyser); Office of Human Services (public assistance); the Human Resources Development Council (JTPA IIA Rural and Single Head of Household/Displaced Homemaker, IIB Summer Youth, IIC, Older Worker, JOBS and Food Stamp Job Search, Micro Business, LIEAP, Child Care Nutrition, Child Care Referral, Weatherization and Emergency Assistance); Family Services Program (child protective services, foster care) and Drug and Alcohol Services. Additionally, monthly area outreach space is provided to the Rural Employment Opportunity program; Rehabilitation Services; Job Corps; and the AFL-CIO JTPA Title III program. All programs listed above will be asked to be involved in the Job Connection Network.

Coordination between some of these programs consists of weekly case management meetings of job training program case managers and other members of the network as needed. These meetings focus on service strategies and progress reports on individual participants in various programs.

In addition, there are monthly meetings of the Job Placement Network which consists of the members of the Central Montana Job Connection Network, Green Thumb, JTPA 8% Education, School to Work Transition, School District #1 Tech Prep\School to Work, Adult Education, Rehabilitation Services, Literacy Program and Educational Opportunities for Central Montana (post Secondary).

There is also a monthly Social Services Coalition meeting held which encompasses all social services in the Central Montana area. Providers that attend this session are those already listed, as well as Healthy Mothers Healthy Babies, Hospice, Fergus County Commissioners, Fergus County Health Nurse, Head Start, Family Planning, Retired Senior Volunteer Program, Chamber of Commerce, Montana State University Extension, Central Montana Mental Health and the Central Montana Hospital. This coalition was formed in 1983 to coordinate services with an emphasis on not duplicating any service already being offered since all programs had small amounts of funding and it is more efficient to utilize existing resources.

The functions and responsibilities of the Job Connection Network administration team will be to meet on a regular basis; monitor the development and implementation of the One-Stop Career Center System; identify and troubleshoot problems; and report to individual administrative entities and boards related to the operation of programs included in the one-stop approach on its progress.

Members of the administrative team are also members of various boards, councils and task forces on both the local and state level including: Balance of State Joint Private Industry Council, District VI HRDC Board of Directors, 8 Percent Local Task Force, Lewistown Job Service Employer Committee (JSEC), local JOBS Task Force, Department of Public Health and Human Services Employment and Training Advisory Council, Regional Human Services Council, Community Advisory Council and the Literacy Board.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

Measures used to assess the performance of the one-stop career center will be the increase in long-term employment for participants served in JTPA, JOBS and Food Stamp Job Search programs. At the local level, follow-up will be done at six weeks, 13 weeks and six months. Through the Central Montana Job Connection Network, placement of participants will increase due to the collaborative effort of all service providers. JTPA entered employment rates and welfare entered employment rates will increase due to the efforts of the Central Montana Job Connection Network.

Customer feedback mechanisms will be established based on information garnered from the application of standard evaluation methods. Methods currently under consideration include pre- and post assessment of customer satisfaction, customers will include program operators, participants and employers; methods for analysis of the current level of services to participants and the effect on that level after implementation of the proposed changes. Analysis of quick and effective methods for evaluating the functioning of the system on a regular basis and a process for implementing changes based on that evaluation. This evaluation will focus on the level of each programs' participation and the factors contributing to either high or low levels of participation. There will be formal analysis of the entire project from inception through implementation and actual operation after completion of the first year.

The number of concurrent enrollments in programs should increase and will be tracked to determine if enhanced information access and coordination affects the concurrent enrollment numbers. We believe that improved information and coordination will enhance programs' ability to more effectively and efficiently utilize resources which will result in an overall increase in numbers of customers served. Overall numbers of participants enrolled, referred and concurrently enrolled will be tracked and results will be examined, potential problems will be identified and corrective measures instituted.

Achievement of this goal will:

1) *Project a single image to the community and outlying areas to be known as the Central Montana Job Connection Network.* The Central Montana Job Connection Network will serve as a clearinghouse for available employment and training, education and community service programs. Program directories, training information pamphlets and related resource material will be readily available to the public. Applicants will gain immediate access to the wide menu of employment and training and community service programs available. Area employers will realize increased benefits by having one referral center. Participating agencies will realize benefits by discovering increased knowledge of other federal and state programs, better communication, less paperwork, shared credit for outcomes and further reduction of duplicative services.

2) *Create a more efficient, universal system to serve employers and participants.* The Central Montana Job Connection Network will serve as a single point of entry for Lewistown-area residents. In outlying areas, personal computers will enable outreach workers to access the network through the use of a modem to access the same information available on the network. Employers will find ease in working with one entity rather than several, as job developers and employment counselors for all programs will have access to the employer's job requests. After individual customers complete the universal screening/referral, that information will be assessed for eligibility and referred to appropriate programs and services.

3) *Provide for a more effective means of serving the rural communities.* Outlying areas will be served more effectively because outreach workers will have the ability to tap in to the Central Montana Job Connection Network through the use of a modem. Recruitment and outreach will be extended to individuals and employers who may have very limited or no resources because of the small population and economic base of the rural communities in this area.

B. Describe how you will use the information from your measurements.

Presently, no customer feedback mechanisms are available. Customer feedback mechanisms to be established are a pre- and post assessment of the customers, both participants and employers, status before participation and after participation in the Central Montana Job Connection Network. The evaluation will determine if the customer status was better before their participation in the Central Montana Job Connection Network. Each participating Central Montana Job Connection agency will also be evaluated at the completion of this project. The program provider's performance prior to participation in the project will be documented and the individual performance standards attainment after completion of the first year of this project will be evaluated to measure if the performance for each operator had improved. The program provider evaluation will also include an analysis of the level co-enrollments between employment and training programs. All evaluation information will be published in the local newspapers

operating in the counties served.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

Currently working on (regardless of funding) within the next year:

Updated social services directory.
Universal screening/referral tool
Universal release form - identifying each agency.
Continuation of the Central Montana Social Services Coalition.
Continuation of the Central Montana Job Placement Network.
Coordinated case management within Job Connection Network.
Coordinated job placement.

Eventually expand these services to other Social Services Coalition Members.
All of these are based on the mission or goal of customer satisfaction, more effective and efficient use of program funds. Through these services we are saving staff time and effort.

We are proposing to develop a computer-based, interactive, on-line referral and case management system. Our vision is the development of a system which allows various programs to access essential information on a particular individual, with their consent. This information would include basic identification information, individual program eligibility, program services received, support services received, referrals and selected case management notes. Along with the case management portions, the network could include information in other areas such as community resources, job listings and other items to be determined during the development and initial use phases.

The initial programs to be included in the system will be: the Human Resources Development Council (JTPA IIA Rural and Single Head of Household/Displaced Homemaker, IIC, Older Worker, JOBS and Food Stamp Job Search, Micro Business, LIEAP, Child Care Nutrition, Child Care Referral, Weatherization and Emergency Assistance); the Employment Service (unemployment insurance, JTPA IIA, IIC, III Rapid Response, Wagner-Peyser); the Office of Human Services (public assistance).

Following successful completion of the initial phases of implementation, other Job Placement Network members could be added to the system. This would include: the Department of Family Services (child protective services, foster care); the Council on Aging; Drug and Alcohol Services; Americorps; Job Corps, 8% Education; School District #1 Tech Prep\School to Work; AFL-CIO EDWAA Title III;

Rehabilitation Services; REO; and Green Thumb; and, if appropriate settings can be identified, outreach points or programs in other communities in the local area.

Planned improvements for the Central Montana One-Stop System include:

-Addition of Network system to enhance existing capabilities of service providers
-Use of personal computers and modems to allow rural areas to access the Job Connection Network
-Installation of Community Resource Directory on data base.
-Develop and print universal intake form.
-Develop database to maintain electronic customer files.
-Develop an electronic case management system.
-Develop and market informational pamphlets about the Central Montana Job Connection Network.
-Develop customer satisfaction surveys.
-Improve data sharing between state and federally funded employment, education and training programs.
-Improve customer access to LMI, educational and training resources, and job listings.
-Develop a One-Stop User's Technical Assistance Guide.
-Develop capacity of existing staff to administer the Network after the end of the grant period.
-Train Central Montana Job Connection Network staff in the use of the system.

Program Operators are currently using a database MIS application written by the State of Oregon and customized to meet Montana needs. The software was designed as a tracking and reporting tool and as such presently contains minimal case management features. This plan proposes to develop a case management system, including a universal application, within the MIS database. A case management module will greatly increase the functionality of the software.
This proposal also provides for enhancing access for all employment, education and training service providers to labor market information, educational and training resources and job listings. This may be done by interfacing several databases or by determining a more efficient way to share information electronically.

- *Hiring additional staff;*

Consultants will be necessary to work as a team with local entities to develop, implement and test the computer networking project in Lewistown. The team will work under the oversight of the Central Montana Job Connection Network Administrators (Office of Human Services, Job Service and Human Resource Development Council).

Staff training costs will be minimal. The consultant will be responsible for training the Job Connection Network staff, most of whom are in Lewistown. Other Job Connection Network staff time in direct relation to the project will be compensated and direct charged to the grant.

System enhancement to upgrade current systems in place: software will be purchased and further developed to produce a participant tracking and computerized case management system.

A Local Area Network (LAN) with five nodes attached as communications servers is being proposed. Network will attach to existing computers at Job Service, HRDC and Office of Human Services. The communications servers will provide modem connections for Voc Rehab, 8% Education, School District #1 Tech Prep\School to Work, Green Thumb, REO and Project Challenge.

If this plan is accepted the electronic needs of the project will be addressed in the grant application.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

Confidentiality seems to be the major block in a One-Stop Career Center plan. This issue needs to be addressed at the state level from a legal point of view. The barrier of confidentiality inhibits the best service to clients and the most effective use of funds. Through released confidentiality case managers would not have to repeat steps already taken by other program operators. Confidentiality issues create turfism within programs and should only be the customer or clients decision. This plan will establish a release that will be available to the customer which will empower them to make the decision on what will be released and to what agency it will be released to.

Currently, on the local level, a high degree of coordination is taking place. The primary barrier is that the various state agencies do not interface with each other which creates confusion and a duplication of effort (or in some cases, no effort at all). An integration of systems at the state level is needed to make some of the work possible as outlined in this proposal.

Due to the rural nature of the Central Montana area served, educational offerings in the local area are very limited. Lewistown areas post secondary training consists of the local Community Education Office which offers post secondary classes to local communities through extension classes from State universities and colleges. The Community Education office also offers JTPA 8% Education, Adult Basic Education, GED classes and Literacy Services. Information on local classes available is disseminated through newspaper flyers, radio public service announcement and advertising. There are no course catalogs. In the balance of the six counties served by the Central Montana Job Connection Network, the only link to any Adult Education is through the case managers and programs offered in the communities. An example of this is the HRDC JOBS program was able to obtain funding from the Office of Public Instruction for five of the outlying counties to establish a part-time GED instruction program. Through the Central Montana Job Connection Network we hope to link more communities to educational and employment education programs through the expansion of our teleconferencing capabilities with the installation of fiber optics in the Central Montana by U.S. West Communications.

Defined geographical area's served are also an obstacle. The HRDC and Office of Human Services serve the same six county area. The Job Service and Vocational Rehab serve different

geographical area's. This is also an issue that would have to be addressed by these programs state administrative entities. Most social service programs in central Montana use the MACO District as a common service delivery area.

Each member of the Job Connection Network has a different level of technical capacity. Some agencies have minimal computer access while others are connected to the state mainframe.

Lack of funds for this plan currently exist. Programs have less and less dollars to work with so are financially unable to achieve some of the goals in this plan.

Lewistown has been a one stop center for many years due to the co-location of service providers in one office building. This grant would enhance these services for all providers who have the mission of empowering our customers to become self-sufficient tax paying citizens of Central Montana and the rest of the state.

Please add:

LEWISTOWN AREA: Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland Counties

Universality: Central Montana Job Connection Network
Computer Service Directory--data network
Kiosks
Computer Station in each service agency
1-800 access
Electronic transfer of client self-referrals
Co-location of most human service agencies

Customer Choice: 1. Ways to receive information - 1st tier
Central Montana Job Connection Network
Personal contact at each agency
Computer station at each agency
1-800 access
Kiosks
Program directory; pamphlets

2. Types of services - 2nd tier
universal intake and application
basic screening/referral for:
individual planning
testing and assessments
eligibility
job information--listings
hiring requirement
job training and/or education
job search assistance
job development

Add: Integrated electronic or manual case management

3. Single Point of Entry
Central Montana Job Connection Network
electronic link-up
universal screening/referral

Integration: Community Partnerships
Co-location of most human service agencies
Weekly case management meetings
Monthly meetings of Job Placement Network and Social Services Network
Develop Job Connection Network

Customer Satisfaction Measurements
Local follow-up of clients
Pre-post assessment of customers
Tracking of referrals and services provided
Use of information to determine (1) if customer status was better before or after participation, (2) if service agency performance is improved, and (3) to analyze referrals and co-enrollments
Information will be in newspaper.

Timeline: ongoing No deadlines or dates were given in the text.

Obstacles: State level integration of services
different services areas
different levels of services
Limited services in rural areas
Funding for electronic implementation
Client confidentiality

(on pg 12 of our plan)

LEWISTOWN

Job Connection Network system to enhance existing capabilities of service providers.
Use of personal computers and modems to allow rural areas to access the system.
Installation of Community Resource directory on the data base.
Develop and print universal intake form for release, referral and screening.
Develop database for customer files and case management system.
Develop capacity of existing staff to administer the system after installation.
Train Central Montana Job Connection Network staff in the use of the system.

Cost	Startup	Maintain	Future
Develop Directory for Kiosk	$1,000	$110	
800 number service	$100	$2,400	
Staffed information desk- full time	$43,400	$46,438	
Referral Information System and Integrated Case Management	$10,000	$300	
Staff Training	$1,000	$500	
Totals	$55,500	$49,748	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Lewistown			City of Lewistown, Mayor	Richard Ellestad	305 W. Watson	Lewistown, MT 59457				
Lewistown			Council of Commissioners	Bud Miller	712 W. Main	Lewistown, MT 59457				
Lewistown	Y	Y	Distric VI HRDC	Pam Higgins	300 First Avenue North, S203	Lewistown, MT 59457	538-7488	IBM	Y	N
Lewistown			Fergus County Dept of Family Services		300 First Ave N. Suite 201	Lewistown, MT 59457				
Lewistown			Fergus County Health Department		712 W. Main	Lewistown, MT 59457				
Lewistown	Y	Y	Fergus County Human Services	Boni Braunbeck	Centennial Plaza 300 First Ave	Lewistown, MT 59457	538-7468	IBM	Y	N
Lewistown		Y	Green Thumb Program	Barbara Hill	320 W. Broadway	Lewistown, MT 59457	538-7637			
Lewistown		Y	Lewistown Public Library	Janice Bradley	701 W. Main	Lewistown, MT 59457	538-8559			
Lewistown	Y	Y	Lewistown Job Service	Dave Jorgenson	300 First Avenue North	Lewistown, MT 59457	538-8701	IBM	Y	N
Lewistown		Y	Literacy/ABE Center	Gloria Miller	701 W. Main	Lewistown, MT 59457	538-7849			
Lewistown		Y	Mental Health Center	Joan Stockton	212 Wendell Ave	Lewistown, MT 59457	538-7483			
Lewistown			Private Industry Council	Jon Odenburg	Bank Electric Building	Lewistown, MT 59457	538-2242			
Lewistown		Y	Voc Rehab- DPHHS	Jeanne Devereaux	181 10th Ave So.	Great Falls	727-7740			
Please send any changes or additions to:										
Chuck Conley of BDM Technologies 3075 N. Montana Ave. Suite 101 Helena, MT 59601 Phone: 443-8432 FAX: 449-3981.										

ONE STOP CAREER CENTER PLAN

Name of Community: Libby

Signatures of Contact People:

Representatives of One-Stop Career Center Signature, Address, Phone Number	Person who wrote this Plan, Signature, address phone.
x [signature]	x [signature]
120, W 5th	120 W 5th
Libby MT 59923	Libby MT 59923
(406) 293-6282	(406) 293-6282
x [signature]	x [signature]
PO Box 621	PO Box 621
Libby, MT 59923	Libby, MT 59923
(406) 293-6282 / (406) 293-8406	(406) 293-6282 / (406) 293-8406

1. Describe the area being served by your One-Stop Career Center:

Geographic area: Lincoln County

Major employment sectors-establishment data:

Agriculture __65__ Wholesale/Retail Trade_1083

Manufacturing/Construction _1640 Services 943

Transportation/Utilities _183__ Government Education 1499__

Source: Montana Department of Labor and Industry, Research and Analysis Division, P.O. Box 1728, Helena, MT 59624 "Covered Employment by SIC for 1994-Lincoln County"

Demographics:

Size of Labor force: 7,673 Unemployment rate: 9.7% July 1995. Labor Surplus Area

New business firms: 51 in 1994

Job Openings:_763_

Source: Libby Job Service, Performance Reports 1994-1995, Table 22 Montana Annual Planning Information and Statistics in Brief, MT Dept of Labor and Industry, Research and Analysis publications.

2. Indicate the "location" of your One-Stop Career Center

RESPONSE: Multiple locations with every staff member providing referrals and information utilizing electronic linking.

1. Describe how information on services available through the One-Stop Career center will be available to ALL customers in the service area.

RESPONSE: We will use multiple locations afforded by the participating agencies in outlying communities. This will allow for electronic linking of the entire county. Information will be provided to customers through printed material in the form of a directory. This directory will list primary and secondary participating agencies, services offered and the various locations. We will consider establishing an 800 number phone line as well as an interactive video.

Normal public relations of all participating agency staff will include the One-Stop career center concept and how it functions.

Throughout this dissemination of information, clients will become familiar with the One-stop "logo" in Lincoln County and come to associate agencies with the "logo" displayed as "the" place to go for information on services.

A. Explain how your One-Stop Career center will provide choices for customers on ways to receive information.

RESPONSE: Our One-Stop Career Center concept will provide "no wrong door" as clients may go to any agency identified by the "logo" to apply for services. This gives them a choice of entry agencies, all linked electronically. At any agency, they will be able to choose to receive services through self service computer input, orally, person to person, or by way of printed material.

B. Explain how your One-Stop Career Center will provide for choices for customers on types of services available.

RESPONSE: Customers would be able to determine services needed and offered by use of the "directory" of participating agencies and the programs they offer. By entry into the One-Stop Career Center customers will be made aware of any choice of service deliverers they may have in Lincoln County.

C: Explain how your One-Stop Career Center will provide a single point of entry for customers.

RESPONSE: Although there are multiple participating agencies

offering a wide variety of services they will be linked electronically and through a shared identifying "logo" and in essence be one point of entry with no wrong door.

I. List the participating programs and the operating agency(ies) for each.

RESPONSE: See attached list.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

RESPONSE: Currently the Lincoln County Resource Committee exists to coordinate and facilitate the delivery of services in Lincoln County. This committee will expand to provide this service to the One Stop Career Center as well. This will be accomplished by forming either a subcommittee or a seperate partnership of participating member agencies. This group meets quarterly. The One-Stop Career center concerns will be a regular agenda item. In our small rural setting day to day interaction between staff of member agencies occurs as a normal course of business.

A. How will your One-Stop Career Center measure customer satisfaction?

RESPONSE: Utilizing quality works surveys available, both internal and external customers will be surveyed as to their satisfaction in regards to One Stop Career Center. These surveys will be conducted at regularly scheduled intervals decided upon by the participating agencies. Customers will have a variety of ways to respond including, computer input, verbal, or using written documents.

B: Describe how you will use the information from your measurements.

RESPONSE: The responses will also be monitored on a regularly scheduled intervals. This monitoring will be done by the One Stop Committee formed under the Lincoln County Resource Committee.

Results both positive and negative will be reviewed and necessary corrections, adjustments or changes in policies or operating procedures will be implemented.

---

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking attach that information.

RESPONSE: We are completing the questionnaire to be sent to BDM technologies no later than Oct 30, 1994. The results of this survey will, we hope, give us further insight to the process of electronically linking our One Stop. The directory and shared written material will be used to crosstrain staff in participating agencies. This will be developed and shared within the next 6 months and it will be an ongoing process. The subcommittee or separate partnership under the Lincoln County Resource Committee will be formed and operational in 4-6 months with a formation deadline of July 1, 1996. We will also have designed and selected a One Stop Career Center "logo" for Lincoln County by July 1, 1996. Public relations and community education on the One Stop Career Center concept, and the logo will begin immediately after the formation of the subcommittee in July of 1996. This process will continue through the electronic linking and start up scheduled no later than July 1998.

2. Identify any obstacles which stand in the way of establishing a One-Stop Career Center.

RESPONSE: The first most obvious obstacle is finding and making funding for such items as computer hardware, data lines, and software available to the One Stop participating agencies. Participating agencies currently are at many different levels of computer operation. Lincoln County is a very rural isolated area at the "end" of most data transmission lines. Another potential problem is providing uniform and equal service to outlying communities within the county. Another potential minor obstacle would be ongoing, coordinated training of staff within all the separate participating agencies.

Primary Agencies	Programs Offered
Flathead Valley Comm. College	Adult Education GED Classes Computer Skills Trng. Degree Seeking Classes School-to-Work
Job Service	Labor Exchange JTPA Services EDWAA/Dislocated Workers TAA JOBS Food Stamp Job Search Unemployed Parents Program Bonding Program Alien Certification Veterans Services Unemployment Insurance Voc Rehab Representative Assessment/Testing Referrals Case Management Job Counseling Wage & Hour Complaints
Office of Human Services	Eligibility Determination AFDC Food Stamps Medicaid Daycare Assistance Referrals Case Management
Dept. of Family Services	Fostercare Parent Training Licensing Daycare Assistance Child Abuse Investigation Elder Abuse Investigation
Project Challenge Work Again	Job Search Assistance Retraining Career Counseling Literacy Training EDWAA/TAA
NW MT Human Resources	Displaced Homemaker Program Youth Employment Programs Older Worker Programs Fuel Assistance Weatherization Sec 8 Rental Assistance Micro Business Loan Program HOME Loan Program

Linc. Co. Economic Development Center	Revolving Loan Fund Micro Business SBA Counseling Start Up Assistance Networking Housing-Buyer Program Grant Writing & Research Business Development
Linc. Co. Library	Internet Access Community Resource Center Literacy Volunteers

Secondary & Support Agencies

Achievements	Dev. Disabled Programs Job Coaching
Veterans Services	Visiting Medical Bus Transportation
Senior Citizens Center	Blood Pressure Checks Companionship Regular Meals Senior Citizens News Letter
Head Start Program	Parent Training Child Socialization
Habitat for Humanity	Low Income Housing
Lincoln County	Indigent Services Summer Recreation Justice of the Peace Youth Court Services
Mental Health	Counseling Case Management
Recovery Northwest	Drug/Alcohol Counseling
Women's Helpline	Crisis Line Battered Womens Shelter
Food Pantry	Food Give Aways

8/18/95

GROUP GOALS

#1-No Wrong Door with Electronic Linking

Benefits: No one agency has control
Easiest to implement; most do-able
Least impact on current agencies
Great positive impact on clients
As we need more space, could lead to "complex establishment"
Provide best level of service to clients

Group Objectives

1) Provide barriers list
2) Maintain two approaches:
   a: for public to provide information on services
   b: for agencies to share client & program information
3) Find Technology Coordinator/Trouble Shooter
4) Customer survey
5) Focus group to clarify & design
6) Develop policies & procedures for system use
7) Strengthen the One Stop Center Network

Benefits and Barriers to Each Possible Solution for "One Stop Center"

Option #1-One Location

Benefits: Easier availability for clients
More cost effective (utilities, etc)
ADA accessibility
Dissolves program identity differences
Easier to get to the "right" service
Conducive to networking
Easier to share information
Easier to link computers
Possible Daycare for clients & staff

Barriers: Stigma
Turfism
Parking
Site may be out of town
Confusion about differing services being together
Stress level
Loose individual agency identity
Loss of rental income to community
Cost of building
Ownership of building
Who makes decisions on use of building
Client safety
Block Grant may designate

Option #2-Complex

Benefits: Ease of availability
Cost effective
Autonomy of programs
Networking
Sharing of information made easy
In Court house area
Several locations from 6 to 2 blocks
Move AFL-CIO and SRS to central location
Gradually developed-ease into plan
Renovate existing buildings
Take over trailer parks
Skywalk to existing buildings
Potential economic growth
Visible to clients

Barriers: High cost of renovations, building, moving, etc.
Not enough adequate parking
Sites-not much available in town
Client access if placed out of town
Harder to sell concept to public
Not much different from now
Stress

Option #3-Electronic Links

Benefits: Cost is cheaper than new building
Telephone access to central information
Current system being used as model
Technology Coordination (trouble shooter) available
Can identify information on system:
1)program information
2)client information
3)who needs to know
4)what level of info. available to different users
5)control of access and clearance
Outreach for client use

Barriers: Technology knowledge to keep system working
Data Entry
Updating
Slow response times
Trust (others using information)
Decisions on what information should be available
Agency budgets to provide equipment
Confidentiality/Privacy
Access Questions:
1)State agencies
2)Public-Internet
3)Clients/Employers
4)Other systems ie:Welfare elig., Job Services
Lack of trained staff
Rampant changes

Option #4-No Wrong Door

Benefits: Sharing of pamphlets
Already have current information
Lower stress level
First point of contact enters info. & refers to services
Maintain personal contact
Enhance what is in existence (electronic link & sharing)
Low cost/Cost effective
Gradually phase in
Case management already in place
Develops self-responsibility for clients
Current resource group could met more often to train others

Barriers: Staff training
Finding someone to do data base & design logo
Customer relations (don't know about other programs)
Easy to slide-continue business as usual
Invisible to clients

LIBBY

Multiple locations- No Wrong Door- unified by common 'logo'.
Electronic linking of service providers within the county.

	Cost	Startup	Maintain	Future
800 number service		$100	$2,400	
Referral Information System		$10,000	$300	
Totals		$10,100	$2,700	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Libby			AFL-CIO Project Challenge	John Starke	803 Louisiana Ave	Libby, MT 59923				
Libby			City of Libby, Mayor	Fred Brown	PO Box 1428	Libby, MT 59923				
Libby			Council of Commissioners	Jerry Criner	PO Box 2331	Libby, MT 59923				
Libby	Y		DPHHS-Department of Family Services	Susan Gosney	117 Commerce Way	Libby, MT 59923	293-3791 x31	IBM	Y	N
Libby			Flathead Valley Community College	Lance Edwards	777 Grandview Dr.	Kalispell, Mt 59901				
Libby			FS Job Search Program	Jeannie Maynard	120 W. Fifth Street	Libby, MT 59923				
Libby			JOBS Operator	Leslie Sanderson	120 W. Fifth Street	Libby, MT 59923				
Libby			Libby Area Chamber of Commerce		PO Box 704	Libby, MT 59923				
Libby	Y		Libby Job Service	Mike Bissell	120 W. Fifth Street	Libby, MT 59923	293-6282	IBM	Y	Y
Libby	Y		Lincoln County Economic Development C	Steve Meloche	PO Box 621	Libby, MT 59923	293-8406	IBMW	N	Y
Libby			Lincoln County Health Department		418 Mineral	Libby, MT 59923				
Libby			Lincoln County Public Library		220 W. 6th	Libby, MT 59923				
Libby			Mental Health Center		715 California Ave.	Libby, MT 59923				
Libby	Y		Northwest Montana HRDC	Kathy Kinzey	202 E. Sixth Street	Libby, MT 59923	293-2712	IBM	N	N
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR LIVINGSTON

Signatures of Contact People:

Representative of One-Stop Career Center
Name, Address, Phone number

Al Maurillo
PO Box 1199
Livingston, MT 59047
406-222-0520

People who wrote this Plan
Name, Address, Phone number

Toni Cody, Career Transitions
406-587-1721

Rie Hargraves, HRDC-District 9
406-222-2138

Juanita Mallo, DPHHS, Livingston
406-222-8000

Al Maurillo, Livingston Job Service
406-222-0520

Elin Nesset, HRDC-District 9
406-587-4486

Jane Arntzen Schumacher
Career Transitions
406-587-1721

Priscilla Tharp, DPHHS Voc Rehab
406-587-0601

1. Describe the area being served by your One-Stop Career Center:

Geographic Area:
The One Stop Career Center system will cover Park County.

Major Employment sector--establishment data

Wholesale/Retail Trade:	1,683	Employees
Services:	1,574	Employees
Government/Education:	1,375	Employees
Manufacturing/Construction:	872	Employees
Transportation/Utilities:	143	Employees
Agriculture:	113	Employees

Demographics:

Size of labor force:	5,333
Unemployment Rate:	5.7%
New business firms:	24 from 1/1/95 to 3/31/95
Other Factors:	Close Proximity to Yellowstone Park
Job Openings:	836 Job Openings filled by Job Service from 7/1/94 to 6/30/95.

2. Indicate the "LOCATION" of your One-Stop Career Center:

___ One building with multiple staffs or information sources providing information and referrals.

___ One building with one person or information source responsible for providing information and referrals.

___ Multiple locations, one person or information source in each location, providing information and referrals.

_X_ Multiple locations with most staff members providing information and referrals.

___ Other description of "location": _____

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

Each of the primary location will have a personal computer connected to local area network to have resource and referral information available to the customers.

The workers will be cross trained between agencies to learn what other agencies do.

Access to pc or kiosk in a public location. This could be the expansion of the kiosks being installed by the job service.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

Personal contact at different agencies, kiosks, personal computer stations, printed information, 1-800 number.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

The profile will ~~have~~ be a checklist of services.
Resource directory.
Personalized information given by agencies.
Above list, and also include the other services needed to overcome barriers such as child care, medical services, housing, etc. Please reference: Welfare Reform Resource Directory.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

No matter where they enter the system, the no wrong door approach will allow the single point of entry.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

All listed are provided by the listed primary providers.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. I you have established an interagency group which meets regularly, describe the group's membership and its functions.}

Livingston Community Network
~~Human services network~~. Agreements and task forces.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career centers is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Periodic Surveys:

- Random sampling of customer satisfaction.
- Review of complaints.
- Comment sheet given at initial application.
- Telephone survey.
- Computer generated.
- Paper contact.

Complaints:

- Referral number.

B. Describe how you will use the information from your measurements.

{Please describe how you will continue to evaluate your Center and how you will use the information to improve services.}

Evaluate providers for quantity and quality of referrals. Review changes in the number of customers being served.

Monthly ~~interagency council~~ Livingston Community Network meetings will review and develop an action plan, if need, to improve the system.

Include consumers in the planning process.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort. If you are attaching electronic linking plans, you will be working with BDM Technologies Attn: Chuck Conley 3075 N. Montana Ave, Suite 105 Helena, MT 59601 (406) 443-8432.}

Work Plan

Doing Now:

Develop a community resource directory.
Could start to develop a paper referral form.
Could start cross training staff.

Could start to develop the profile form.
Continue interagency network meeting- the first monday of every month.
Invite others, give program in meetings.
Complete technical Questionnaire and get to BDM.

In One to two years:

Want the primary agencies to be electronically linked.
To be using electronic referrals.
Expand the Job Service Kiosks in rural areas.
Big Timber and Gardiner
Customer satisfaction survey completed and review the one stop center in place.

In Five Years:

Want to have the secondary agencies to be electronically linked.
Want to have a unified intake/evaluation form between agencies.
One unified case management plan used by all agencies.
Increased satisfied customers
Reduction in number of complaints
Co-location of primary agencies.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles which may impede your process in establishing your Center might include such items as federal regulations, state policies, lack of equipment, need for training, etc. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

Federal regulations

Sharing information
Such as SSI information needed for Vocational Rehabilitation.
Forms required.
Funding.

State policies:

- Confidentiality.
- Funding.
- Limited slots for system performance.
- Sharing the information and forms between agencies.

Lack of equipment

- Hardware
- Software
- Dedicated lines
- 1-800 lines
- Maintenance of equipment, especially public accessed

Training

- Staff training
- Public training
- Funding
- Facilities for training
- Time away from regular work
- Fear of change
- Stress levels

One Stop Career Center Planning
Livingston Second Meeting Minutes
7-24-95

The 9 people in attendance were:

Kathy McNeill	Prof. Dev. Center	444-3774
Chuck Conley	BDM Technologies	443-8432
Juanita Mallo	DPHHS- OHS Livingston	222-8000
Jane Arntzen Schumacher	Career Transitions	587-1721
Toni Cody	Career Transitions	587-1721
Priscilla Tharp	DPHHS Voc Rehab	587-0601
Al Maurillo	Livingston Job Service	222-0520
Rie Hargraves	HRDC- District 9	222-2138
Elin Nesset	District IX, HRDC	587-4486

We want to build on our existing network and add electronic linking.

Primary:

- Welfare- Office of Human Services (DPHHS)
- HRDC
- Career Transitions
- Job Service
- Child Care Connections- (MACCS)
- LIEAP (TEAMS access)
- Section 8 Housing- (computer)

Secondary:

- Drug & Alcohol- (computer)
- Voc Rehab- (computer)
- Mental Health- (computer)
- Child Care Connections- (MACCS)
- DD Services
- Battered Woman's Center
- Ministerial Services
- Legal Services-
- Hospital ("Public Access" on TEAMS)
- Chamber of Commerce
- Social Security Office and SSDI

LIVINGSTON

Each of the primary locations will have a personal computer connected to a local area network to have resource and referral information available to the customers.

Add electronic directory to existing Job Service kiosk and available printed.

1-800 number for rural outreach.

Within 5 years, connect secondary agencies and implement a unified case management plan to be used by all agencies.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
800 number service		$100	$2,400	
Referral Information System		$10,000	$300	
Totals		$11,100	$2,810	$0

One Stop Career Center Planning

Livingston, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Livingston	Y	Y	Career Transitions	Estela Villaseñor	321 E. Main Ste 215	Bozeman, MT 59715		IBM	Y	Y
Livingston			City of Livingston, Mayor	John Orndorff	415 Callender	Livingston, MT 59047				
Livingston			Council of Commissioners	Jim Hunt	414 Callender	Livingston, MT 59047				
Livingston	Y	Y	Department of Family Services	Marsha Brunett	217 S. Main	Livingston, MT 59047	222-7402	IBM	Y	N
Livingston	Y	Y	District IX HRDC	Rie Hargraves	232 S. Main	Bozeman, MT 59715	222-2138	IBMW	N	Y
Livingston	Y	Y	DPHHS- OHS	Juanita Mallo	217 S. Main	Livingston, MT 59047	222-8000	IBM	Y	Y
Livingston	Y	Y	DPHHS- Voc Rehab	Priscilla Tharp	202 South Black Ave	Bozeman, MT 59715	587-0601	IBM	N	N
Livingston			Livingston Chamber of Commerce		212 W. Park St.	Livingston, MT 59047				
Livingston	Y	Y	Livingston Job Service	Al Maurillo	PO Box 1199	Livingston, MT 59047	222-0520	IBM	Y	N
Livingston			Livingston Public Schools- ABE		132 S. B	Livingston, MT 59047				
Livingston			Livingston- Park Co Public Library		228 W. Callender	Livingston, MT 59047				
Livingston	Y	Y	Mental Health Services, Inc	Dawn Holliday	PO Box 119	Livingston, MT 59047	222-3332	IBM	N	N
Livingston			Park Co. Economic Dev Corp		PO Box 606	Livingston, MT 59047				
Livingston			Park County Health Department		414 E. Callender	Livingston, MT 59047				
Livingston	Y		Westmont Park Home Care	Allison McIntosh, RN	1313 W. Park	Livingston, MT 59047		None	N	N
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR MILES CITY

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number	Person who wrote this plan Signature, Address, Phone number
x Sharon Kearnes	x_____
Sharon Kearnes Career Development Center 2715 Dickinson Miles City, MT 59301	Marc Scow Professional Development Center Room 130 Mitchell Building Helena, MT 59601

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Miles City and providing services to most of Eastern Montana.

Major Employment sector--establishment data
- Government/Education
- Services
- Agriculture

Demographics:
- Size of labor force: 6,254
- Unemployment Rate: 3.4%
- New business firms: Wendy's, Comfort Inn, Osco
- Other Factors:
  - Even though the economy in Miles City is stable or growing, the economies in the outlying communities are shrinking. There is a downturn of the high paying technical jobs. They are starting to see an increase in the oil industry.
- Job Openings: Medical re: nurses and service jobs.

2. Indicate the "LOCATION" of your One-Stop Career Center:

No wrong door of multiple locations with every staff member providing information and referrals using an electronically linked system.

lete

~~Additionally, if the Community College was used as a One Stop Shop other agencies could visit this campus. For example, Job Service or Vocational Rehabilitation could spend a day on site providing outreach services. This model is being used nationally to provide the link between training programs and employers.~~

SECTION 1 - UNIVERSALITY

Describe the customers to be served by the One Stop Career Center.

{It is the intent of the grantor (US Department of Labor) that one-stop career centers provide information to the general public. All people should have access to the information. However, be aware that various programs and services may have stringent eligibility requirements. Access to information does not entitle any person to services. Describe how your plan will have the capacity to provide information on services to any type of customer.}

People who are preparing for work and supportive services.

We have people entering the workforce; students and graduates entering the workforce; people who are under unemployed; people in the workforce who are making a transition; unemployed and displaced workers.

Employers.

Other service providers.

SECTION 2 - CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

{The customer should have choices offered. For part A, please describe the different methods from which the customer can choose to get information. Examples could include personal contacts at different agencies, kiosks, personal computer stations, printed information, telephones, etc.}

OUTREACH TO CLIENTS:

Provide a directory of services and providers. An electronic version would include keyword searches and screening based on identified barriers. Job service Kiosks and library information system will be used for presenting information to customers.

Have a 800 information number. It might be possible to have the providers staff the information desk for a half day per month. This might be a good time for them to be sure the information is updated. It could also be used by the Job Service or MCC as a training center.

Hold a career/services fair for clients and employers.

ITV- (Interactive Television to be used to training and outreach to outlying areas. This is currently in the schools.

There will still be phone and walk in customers.

EMPLOYERS:

Providing information to employers on agencies and services available in eastern Montana. These could include supportive services for employees, training available, workers comp. A resource directory for employers.

PROVIDERS:

Access to the resource directory for screening and referral.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

{For part B, please describe the different kinds of information your Center will offer. Examples could include information on careers, labor markets, education and training programs, testing and assessments, employment opening and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services, etc.}

Could include information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications, social services,

Job listing and labor market exchange.

Training programs.

Information to employers: resources, worker's comp, labor and hour regulations, training information, ADA information, EEO information. Could also include information on capacity building for employees including workshops, seminars, customized training, workplace literacy, and long term training programs.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

{Address concerns for the customer being shuffled from agency to agency.}

As part of the needs assessment could be a way to determine a need to provide specific services. For example, the database could be searched for a need to provide specific training.

An electronically linked system of information will provide support for resource information, referral for services and exchange of information between providers.

Common intake form.

Referral Resource.

Information could include:

- SSN
- Name
- Basic Demographics
- Work History/Educational-Training History
- JTPA Elig. Information
- Disability Information
- Educational Background
- Public Assistance/Welfare Information

It seems like there is a large duplication of paperwork in the case files.

SECTION 3 - INTEGRATION OF SERVICES

I. List the participating programs and the operating agency (ies) for each.

{At a minimum, your One-Stop Career Center must include information on US Department of Labor employment and training programs including: Wagner-Peyser Act (Job

Service), Job Training Partnership Act (various agencies), Veterans Employment and Training (Job Service), Trade Adjustment Assistance (Job Service) and North America Free Trade Act (Job Service). In addition, your center should include other employment, training, education and economic development programs.}

SEE ATTACHED SUPPORT AGENCY LIST

Department of Labor and Industry
- Wagner Peyser Act
- Job Training Partnership Act
- Unemployment Insurance
- Labor Market Information
- Veterans Employment and Training Services

Department of Public Health and Human Services
- Job Opportunities and Basic Skills
- Food Stamp Job Search
- Vocational Rehabilitation
- Family and Community Support
- Family Health Programs
- Family / Maternal and Child Health
- Preventative Health Services
- Mental Health Services
- Alcohol and Drug Abuse Services

Office of Public Education
- Adult Education

Office of Commissioner of Higher Education
- Carl Perkins Vocational Education

Education
- Miles Community College
- Dawson Community College
- Fort Peck Community College
- High Schools, Grade Schools
- Head Start

Health
- County Health Nurse
- Medically Needy-Medicaid
- Immunizations
- Medicare
- Family Planning
- Birth Right
- WIC
- DEAP
- Free Lunch Program

Economic Development
Rent and Fuel Assistance
Job Development
Local Services
Career Development Program
Action for Eastern Montana
The tribal entities should be included:
Fort Peck Indian Reservation
Northern Cheyenne Reservation
IDEA-Indian Development Education Agency (also tribal JOBS).
TERO office

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

{If you have written interagency agreements, please list the participating agencies. If you have established an interagency group which meets regularly, describe the group's membership and its functions.}

Job Opportunity Team for Southeastern Montana (JOTS).

Establishing a coordinating council for the service area. Representatives from each community. Maybe use JOTS as a starting point. Also include county commissioners, service agencies, educators, clients, and employers. We are exploring the possibility of expanding JOTS. If this is not workable, we will create a coordinating council for the One Stop Career Center.

We also have created a common referral form that is used by agencies to refer participants to another program. Provides a paper linkage to enable program operators to follow the progress of their participants.

SECTION 4 - PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

{Continuous evaluation of one-stop career cents is essential to continue improving service delivery. What methods or processes will you use to gather feedback from your customers?}

Very, very, very short customer satisfaction survey.

Follow up of clients who have received services. Did they get a job? How long did they stay there? Placements? Monitor successes and failures. Use the referral list of people for a six month or a yearly Follow up.

Have the electronic system not just track usage, but also the type of requests and referrals made. Build a comment card into the kiosk system.

Consider ways to monitor and evaluate.

B. Describe how you will use the information from your measurements. {Please describe how you will continue to evaluate your Center and how you will use the information.}

Use surveys to better the service to the client. Are people actually using it? Are the services actually helping people? The coordinating council could suggest changes to improve the system.

SECTION 5 - ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

{Please establish a work plan which will fit your situation. It could be a long-range or short term, depending on your plan, and will set the pattern for your Center's development. We all recognize that some facets will hinge on the acquisition of implementation funds. However, we encourage you to plan implementation of those parts which are not part of a regional or statewide effort.}

Short Term: (low or no cost)

- Joint Sponsorship-conducting workshops on employment topics.
- Peer file review sessions with operators.
- Joint visits to employers by program operators.
- Joint counseling sessions between operator and participants.
- Establish Membership and solicit interest and participation of service providers. Schedule a local organization, planning and coordinating session fairly soon.
- Discuss at the September JOTS meeting?
- Update hard copies of service providers. Performed by JOTS team by January 1, 1996.
- Organize and conduct a Career Fair with Miles Community College
- Kiosks and Library system.

Mid Term: (two to five years)

- Electronic Linking within two to five years.
- Electronic Services Directory
- 800 Information Number.
- Common Intake Form.

Long Term: (over five years)

- Interactive TV.
- Interactive computer/video session directly with client.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

{Obstacles may impede your process in establishing your Center. We need to identify these obstacles so that we can begin efforts to request waivers, change laws, apply for funding, develop appropriate training, etc.}

Getting consensus and cooperation among service providers; Concerns that common intake be accepted by all agencies and considered by all as an official document.

Turf issues.

Law/Confidentiality; Confidentiality of client information.

Distance/accessibility

Funding
Resistance to change; Resistance/Cultural differences
Maintenance/Updating/Technology maintenance--Have the system remind the agencies to review?
Each agency responsible for their own updates.
Changes in political direction.
We must still maintain that human contact.
Concern for fear of technology.
If central location, schedule use by service provider.
What works well here may not work in other parts of the state.

MILES CITY

Electronic directory of services and providers.

Put on the Job Service kiosks and the library information system for outreach.

Have an 800 number information desk, maybe part-time staffed by service providers.

Add a new Kiosk in Rosebud County.

Long term: Interactive TV, interactive computer/video session directly with client.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
Develop Directory for Library System		$600	$120	
800 number service		$100	$2,400	
New Kiosk		$15,000	$100	
Totals		$16,700	$2,730	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Miles City			Action for Eastern Montana		111 W. Bell	Glendive, MT 59330				
Miles City		Y	AFL/CIO Project Challenge	Mari Wolf	PO Box 284	Miles City, MT 59301	232-9741			
Miles City	Y	Y	Career Development Center	Sharon Kearnes	2715 Dickinson	Miles City, MT 59301	232-3031 x38	IBM	Y	Y
Miles City		Y	Council of Commissioners	Joe Padden	HC61 Box 20	Camp Crook, SD 5772	972-4558			
Miles City		Y	County Commissioner	Janet R. Kelley	1010 Main Street	Miles City, MT 59301	232-7800			
Miles City		Y	Custer County DPW	Sue Mathews, Ruth Ku	1010 Main Street	Miles City, MT 59301	232-7800			
Miles City			Custer County Extension Agent	Ole Sherwood	1010 Main Street	Miles City, MT 59301				
Miles City	Y		Custer County Health Department		Courthouse Annex	Miles City, MT 59301	232-4786	IBMW	N	Y
Miles City			Custer County Special Services	Maragret Tryon	501 S. Lake	Miles City, MT 59301				
Miles City			DEAP	Ann Tribby	Box 639	Miles City, MT 59301				
Miles City	Y		DPHHS- Family Services	Shirley Tiernan	P.O. Box 880	Miles City, MT 59301	232-1381	IBM	Y	N
Miles City			Food Stamp Job Search Program		2715 Dickinson	Miles City, MT 59301				
Miles City		Y	IDEA, Inc	Ernie Big Horn	PO Box 726	Miles City, MT 59301	232-6114			
Miles City			Jack's IGA	Jack Clifford	PO Box 28	Forsyth, MT 59237				
Miles City			Legal Aid	Carrie Garber		Miles City, MT 59301				
Miles City			Mental Health Center		Box 639	Miles City, MT 59301				
Miles City			Miles City Area Chamber of Commerce		901 Main	Miles City, MT 59301				
Miles City	Y	Y	Miles City Job Service	Ron Nemec, Kimberly B	P.O. box 1786	Miles City, MT 59301	232-1316	IBM	Y	Y
Miles City			Miles City Mayor	George Kurkowski	PO Box 910	Miles City, MT 59301				
Miles City			Miles City Public Library		1 South Tenth	Miles City, MT 59301				
Miles City	Y	Y	Miles Community College	Fred McKee	2715 Dickinson St.	Miles City, MT 59301	232-3031	Both	N	Y
Miles City	Y	Y	Miles Community College- Coop Ed	Sydney Sonneborn	2715 Dickinson St.	Miles City, MT 59301	232-3031	MAC	N	N
Miles City		Y	Vocational Rehabilitation- PHHS	Rhonda Shumway	708 Palmer PO Box 880	Miles City, MT 59301	232-0583			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN

Name of Community: **Missoula**

Signatures of Contact People:

Representatives of One-Stop Career Center

Wolfgang Ametsbichler
Missoula Job Service
P.O. Box 5027
Missoula, MT 59806
(406) 728-7060

Carole Graham
Office of Human Services
301 W. Alder
Missoula, MT 59802
(406) 523-4994

Person who wrote this Plan

Roberta M. Sullivan
Box 1870
Whitefish, MT 59937
(406) 862-1671

Wolfgang Ametsbichler pns

Carole Graham pns

Roberta McGee Sullivan

1. Describe the area being served by your One-Stop Career Center:

Geographic Area Missoula County and Mineral County - 1994 Annual Averages

Major employment groups

Agriculture	54	Wholesale/Retail Trade	896
Manufacturing/Construction	534	Services	1451
Transportation/Utilities	147	Government	122

Demographics

Size of labor force	47,864	Unemployment Rate	4.5%
New Business firms	325	Job Openings	3,341

Other Factors:

Missoula is a highly competitive job market with an increase in the education level and prior training of many moving into the area. The majority of job openings is limited to service industry positions.

Wages do not accommodate increased housing costs in Missoula County.

Commercial development seems to be moving west to areas of limited access due to inadequate public transportation.

Missoula County includes both Seeley Lake and Condon. These areas are isolated through limited local services, no public transportation, and long distance phone charges into the city of Missoula where most services are located.

Missoula enjoys both cultural and language diversity among its residents.

Geographic Area Mineral County- 1994 Annual Averages

Major employment groups

Agriculture 3	Wholesale/Retail Trade 33
Manufacturing/Construction 23	Services 37
Transportation/Utilities 8	Government 20

Demographics

Size of labor force 1586	Unemployment Rate 9.1%
New Business firms 14	Other Factors:
Job Openings Not Available	Mineral County is a labor surplus area, dramatically impacted by the decline of the timber industry.

2. Indicate the "location" of Your One-Stop Career Center:

Our communities are best served through multiple locations that can be electronically linked to provide information and referrals. The on-site responsibility for distribution of such information as well as assistance to the client in utilizing the information will vary from site to site. "Locations" are planned at existing sites of customer service such as community based organizations, public libraries and branches, Mansfield Library-University of Montana, College of Technology library, public secondary schools, University of Montana Career Services Center, state agencies, locations providing employment training and a kiosk currently planned for the Adult Learning Center. Outlying areas will have locations in branch offices of the public library or branch offices of state agencies and community based organizations. Management systems in place at each site will facilitate the development of personal contact strategies.

SECTION 1- UNIVERSALITY

Describe how information on services available through the One-Stop Career Center will be available to <u>all</u> customers in the service area.

The selection of locations with particular attention to outlying areas and their special needs, the breadth of information, and professional development for staff are the key ingredients of inclusion and universality. Our information "locations" will open doors to each member of the general public in an invitational manner. The selection of sites will reflect centers of community activity that are currently utilized by a wide cross section of our

population. In more isolated areas of both Missoula and Mineral Counties, we will plan to use locations such as branch libraries. However, if such sites do not appear to be "centers of community activity" for the community in question, individuals working on site selection will ask for public input in determining sites. Community awareness of sites available and the services provided will be accomplished through various media avenues including television and radio public service announcements, announcements in community newspapers, posters in various community locations as well as by word of mouth. The planning team also suggests a state level effort be organized to provide for community awareness. Finally, it will be important to break down barriers in accessing information without implying entitlement to services. The participants in this plan are aware of this need and have accepted that challenge.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Missoula and Mineral County locations will provide a variety of choices in how individuals might access information. All locations may not have all choices, but the electronic linking being designed will be available to accomplish referral and sharing of information between service providers. Individual skill differences and learning style preferences will be recognized through providing printed material on information racks, technology choices via networked computer resources as well as video products (some agencies have video pieces available discussing that agency while the completion of a community resource video is also a possibility) and personal contact through interaction with trained individuals at the location. Missoula County will continue the work being done to remove language barriers for those individuals having primary languages other than English. An additional choice is being investigated in the form of toll-free telephone communication and voice response unit possibilities at some locations. Such a choice would be most helpful in the areas mentioned as "outside the local calling area" for Missoula.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

Locations will provide up-to-date and accurate career information as it relates to local labor markets and training possibilities. Customers will be able to access information on specific employment openings and the hiring requirements, make contacts for assistance with job search, and explore possibilities for educational opportunities and vocational training in Missoula County/Mineral County preparing an individual for a place in the

workforce. Additional career information will be provided so customers can investigate the myriad of possibilities in the larger state labor markets as well as education and training available on a more regional and/or national level.

Understanding that an opportunity to prepare for, enter, or be more mobile within the workforce is dependent on the satisfaction of basic needs, locations will also provide information on social services designed to assist the customer in meeting such needs. General educational opportunities through Adult Basic Education, Community Education, College of Technology, and University of Montana will also be available. Clients will have the opportunity to learn about job training options through work shops and case management at the YWCA. The Community Rehabilitation Center education programs that support individuals and families experiencing medical conditions such as brain injuries, spinal cord injuries or major multiple trauma are also available.

A common referral form will be available by May, 1996, through the efforts of DPHHS. Agencies in the Missoula/Mineral County area enjoy cooperative relationships at this time in terms of sharing information and making referrals in the most helpful and least intrusive manner for the client. The completion of the common referral form will allow for maximum flexibility, confidentiality, and continued cooperation. In the future, it should be possible to use technology resources to transmit referral information while "blacking out" sensitive information related only to certain areas of client need. The welfare reform task force (Families Achieving Independence in Montana {FAIM}) in Missoula is currently compiling a community resource referral guide. Through collaboration in the one-stop concept, Labor & Industry, Public Health & Human Services, and Public & Post-Secondary Education will continue to combine efforts and maximize services to clients. Cooperation and collaboration will continue as guide words in the task of facilitating the customer's move towards self-sufficiency and self-reliance in our communities.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agencies for each.

Department of Labor and Industry

Wagner Peyser Act	Job Training Partnership Act
REO, Inc.	MT. Job Training Partnership
Labor Market Information	Veterans Employment and Training
Trade Adjustment Assistance	Unemployment Insurance
North American Free Trade Act	Worker Profiling
AFL-CIO Project Challenge:Work Again	

Department of Public Health and Human Services

Job Opportunities/Basic Skills
Food Stamp Job Search
Vocational Rehabilitation

HRDC-District XI

Provides weatherization and fuel assistance, housing and rental assistance, employment programs for youth and older workers, home care services, information and referral telephone line, case management including financial skills, educational opportunities, and employment assistance for AFDC recipients, as well as the Food Stamp Job Search Program in Ravalli County.

Adult & Continuing Education- UM College of Technology and Willard Adult Learning Center

Adult Basic Education
GED Preparation & Testing
Carl Perkins Vocational Education
Community Education
Career Center

Missoula County Public Schools

Special Education Job Training Program

Mental Health Center-Stepping Stones

In addition to counseling, emergency services and outpatient services, Stepping Stones offers vocational training, transitional employment, guaranteed job performance and counseling for clients who have barriers due to mental illness.

City and County Government

Mayor's Office-Missoula
Council of Commissioners-Missoula County
Council of Commissioners-Mineral County
Office of Planning & Program Development-Missoula County
Mountain Line-Department of Public Transportation

Missoula/Mineral County Library System

Mansfield Library-University of Montana

YWCA

Vocational Services Program for County, State, and Federal Displaced Homemaker Job Training Services
Computer Classes
Transitional Housing Programs for Homeless Women & Their Children
Domestic Violence for Adults and Children, Rape Crises, and Services for Adult Survivors of Child Sexual Abuse (Pathways)
Breast Cancer Wellness Program

Women's Opportunity and Resource Development (WORD)
- Case Management, educational and training opportunities and employment assistance for AFDC recipients
- Food Stamp Job Search Program
- Gearing UP-employment and training to women in non-traditional work sites
- Futures-prevocational programs and support groups for teen parents
- Self-employment skill training
- Housing Counseling
- Family Resource Centers

Community Rehabilitation Center
- Medical Rehabilitation
- Living Facilities
- Support for Families
- Outpatient/Inpatient Services
- Work, Occupational Readiness and Consultation Center

Missoula Literacy Program

Missoula Goodwill Industries

2. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

Agencies in Missoula and Mineral Counties have a precedent for cooperation and collaboration. Most of the agencies listed above have written inter-agency agreements that reflect their desire to best meet the needs of the customers they already serve as well as those they may serve in the future. In addition, opportunities have been created for agencies to meet regularly in order to offer mutual support in on-going programs as well as to exchange information enriching to all participants. Willard Adult Learning Center hosts an annual Literacy Fair as well as weekly Round-Table meetings for all service providers interested in and working with clients who are students at the center. Missoula also has a Coordinated Employment Network that shares up-to-the-minute information concerning employment in the area. There is the At Risk Housing Collaborative as well as the Families Achieving Independence in Montana-both Missoula County and Mineral County Councils. Leadership and continued coordination of efforts in the Missoula/Mineral County area are also enhanced through the Blue Ribbon Commission and the United Way. Finally, groups of individuals providing similar services meet on a regular basis. These groups would include but not be limited to Case Managers, Educators, Mental Health professionals, Chemical Dependency Workers, Economic Development Council, and the Chamber of Commerce.

SECTION 4- ASSESSMENT

A. What methods or processes will you use to gather feedback from your customers?

Each participating agency has an established procedure for determining customer satisfaction internally. With the addition of question(s) concerning the customer's awareness of/use of the One-Stop Center, year-end reports from these agencies can reflect a wealth of information. Such year-end reports are generally a joint effort within the agency and specific names one might contact for such information will be forthcoming as selection of locations is completed. Also, customer satisfaction can be indicated and tracked through ongoing recording and tracking of data at each center location. With printed material, dissemination will be monitored for restocking. Items needed would be an indicator of customer satisfaction. In the computer information system, a tracking mechanism can be incorporated to provide feedback from each customer as to their satisfaction upon exiting the network. Also, the common referral form being designed will provide information to be used for reporting. Economic factors are also considered indicators of success. Demographics concerning unemployment, new business starts, and need for social services would establish a base line of information that can be monitored to determine the move towards self sufficiency by members of the local labor force.

B. How will you use the information from your measurements?

Focus groups of agency representatives and customers will meet with regularity to discuss and review what is working and what is not. These focus groups will provide input to specific agencies as well as the One-Stop Center coordination team. The improvement in providing information services as well as in communication will come from such meetings. Sites will be evaluated and modified as necessary. Community success stories will be shared with the media so that such authentic assessment of the services will encourage increased participation by others who might benefit from One-Stop Center involvement.

Section 5- Administrative

Time Line

July, 1995	First Meeting of Invited Participants
August, 1995	Second Meeting -Local Plan Discussed
September, 1995	Third Meeting- Local Plan Drafted

October, 1995 Plan submitted to Dept. of Labor

November, 1995-May , 1996

A) Development of Community Resources
   1. Identification of Information to be shared at One-Stop Career Center
   2. Individual Agency Review and Updates of informational pieces
   3. Development of Common Referral form

B) Technology Needs Assessment and Plan for Implementation by BDM Technologies

C) Develop infrastructure for One-Stop Career Center through establishing goals and objectives for a coordinating team

D) Selection of locations for "One-Stop"
   1. assess needs-equipment & materials
   2. name individual(s) responsible for personal contact component
   3. name individual responsible for statistical data and reporting for assessment purposes

E) Development and Implementation of Professional Development program

Obstacles

In reviewing the obstacles which might stand in the way of establishing our One-Stop Career Center, our committee looked at circumstances of customer need, staff need, and equipment need. A statement of need and a brief comment are listed for your consideration.

ADA Considerations

Sharing of information with customers who might have visual or auditory challenges will need to be addressed. In

addition, Missoula is the state of Montana location for many rehabilitative services following major multiple trauma, brain injury, and spinal cord injury. Because the needed medical facilities are nearby, people in this group often come to Missoula for rehabilitation and end up relocating to the community. Some of these individuals have multiple barriers that need to be addressed. Funding for accommodations will be needed.

Literacy Considerations

Often printed material is written assuming certain reading skills. Although part of our mission is to encourage education for individuals with challenges in this area, we will want to offer information that is useable while the customer might be in the process of improving reading skills. This obstacle may require funding in order to rewrite/reprint certain informational pieces in a high interest/low reading level format.

Language Diversity

Missoula County enjoys cultural diversity. Many clients have languages other than English as their primary language. To ensure options that will reach each potential client in this climate of diversity, certain considerations will need to be made. Funding may be required to accomplish this.

Location Considerations

Public transportation is difficult if not impossible in certain parts of our service area. Some communities have no public transportation. Others have transportation available during limited hours of service. Public transportation for individuals with physical challenges is limited. We will need to consider this carefully when establishing sites. To be visionary, one might see a mobile site as a possibility. This concept would allow a staff person to take a van or trailer to more remote locations in the area on a rotating schedule. Funding would be necessary.

Staff availability will be a consideration at some of the proposed sites. For example, the public library setting is a wise choice for printed information as well as information available through technology. However, it is not a site that will be able to dedicate a staff person to personal contact with customers with regularity. Funding for a part-time staff person to provide such services would help with this situation.

Hours of Service will be a consideration for us. Many sites that have been discussed as we begin site selection have regular business hours. In outlying areas, services may be limited to certain hours on certain days of the week. Funding for staffing additional or alternate hours may be necessary at certain sites.

Customer Awareness of Locations is a consideration that will require funding to allow for advertising through various media channels. It is suggested that state-wide advertising might be cost effective. An 800 number with specific community information might be a feasible approach to this obstacle that is surely shared by other sites.

Technology that is compatible and up-to-date at each site will be a consideration. The possibilities of offering State of the Art services is one that will require funding so that services are standardized across the service area. To model the "No Wrong Door" concept requires that a customer have potential for the same quality of services at each of the multiple locations.

Staffing Considerations

Appropriate training is a top priority with our community. The success of the One-Stop Career Center will be based in the training that allows each staff participant to see and understand the shared responsibilities between agencies. As was mentioned earlier in our plan, the services must be seamless. Customers need the support of a united effort in which they have been empowered to participate.

Technology training and local technical assistance is a consideration. Trouble shooting services that are far removed from the service area have not proven successful for most agencies. The resources for such considerations should be earmarked in budgeting.

One Stop Career Center Infrastructure needs to be based on coordination team efforts. To ensure accountability, those involved need to know who does what and how responsibilities are shared. This will be absolutely necessary when gathering and collecting data for program monitoring and adjusting. Funding will be needed to establish and continue with such a structure so that individual agency budgets are not unfairly burdened.

Information Considerations

Uniformity of printed pieces will be needed in order to make information racks feasible. Funding for redesign and printing will be needed to assist agencies that have already elected a particular format for their piece and have existing supplies.

Confidentiality will need to be addressed and clarified in order to assist us in utilizing the concept of an information exchange.

Dept of Family Services
610 Woody

Vet Center
Turning Point
500 N Higgins

Poverello Center
535 Ryman

L.I.G.H.T.
415 N Higgins

County OHS
Food Stamps
AFDC
Medicaid
Health Clinic
301 W Alder

Police Department
Ryman & Spruce

County Courthouse

MT Legal Services
304 N Higgins

St Pat's ER
Owen &
Spruce

YWCA
1130
W Broadway

Job Service
539 S 3 W

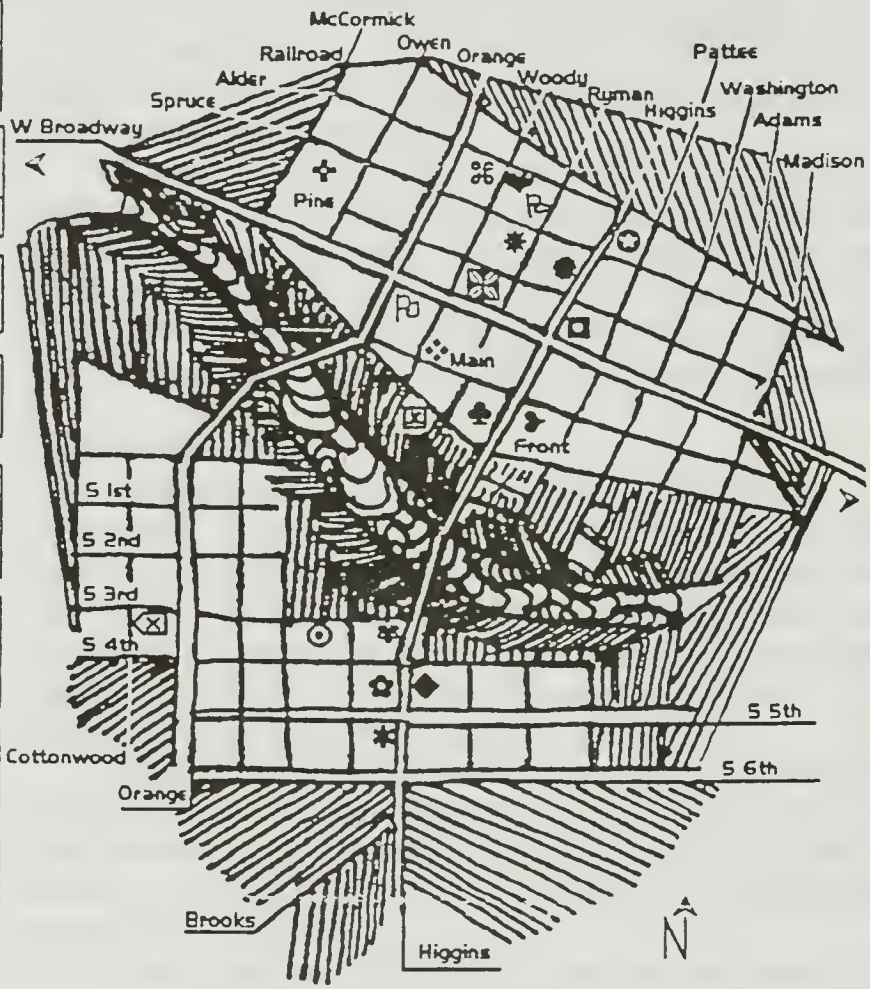
Food Bank
219 S 3 W

Stepping
Stones
501 S Higgins

Human
Resources
617 S Higgins

Job Quest
618 S Higgins

Senior Center
705 S Higgins



The Salvation
Army
339 W Brdway

Child & Family
Resource Cncl
228 W Main

Housing
Authority
1319 E Brdway

Options/Jobs
127 N Higgins

Aging
Services
227 W Front

Child Care
Resources
127 E Main

Social Security
5115 Hwy 93 S

Downtown Resources

Missoula, MT 1995

MISSOULA

Multiple locations electronically linked to provide information and referrals.

Isolated areas will use branch libraries or other 'center of community activity'.

Individuals trained at each location to provide information and referrals.

Telephone communications and 'voice response units'..

Language barriers need to be considered in the Missoula area.

Current Telelink telephone information project serves the Missoula and Hamilton areas.

	Cost	Startup	Maintain	Future
Referral Information System		$10,000	$300	
Automated phone system		$3,000	$300	
Staff Training		$1,000	$500	
Totals		$14,000	$1,100	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Missoula	Y		Adult and Continuing Education	Carl Sandall	915 South Avenue West	Missoula, MT 59801		IBM	N	Y
Missoula		Y	AFL-CIO Superior	George McGinnis	P.O. Box 8091	Missoula, MT 59807	543-6453			
Missoula		Y	AFL-CIO Project Challenge- Work Again	Wayne Shatto	P.O. Box 7845	Missoula, MT 59807	549-1341			
Missoula	Y		Big Sky High School- Voc Prep Program	Laura Coulter	3100 South Ave W.	Missoula, MT 59801	728-2400 x806	Both	N	N
Missoula		Y	BOS-PIC Organized Labor	Carolyn Squires	2115 10th W	Missoula, MT 59801	543-6734			
Missoula			City of Missoula, Mayor	Daniel Kemmis	435 Ryman St.	Missoula, MT 59801				
Missoula			Council of Commissioners	Don Valiton	P.O. Box 66	Ovando, MT 59854				
Missoula		Y	Council of Commissioners	Judy Stang	P.O. Box 550	Superior, MT 59872	822-3553			
Missoula			County Commissioner	Barbara Evans	Missoula County Courthouse	Missoula, MT 59801				
Missoula			Dept. of Health and Human Services	Barb Schiedermayer	1610 S. 3rd West	Missoula, MT 59806				
Missoula			Developmentally Disabled Division	Ted Spas	1610 South 3rd West	Missoula, MT 59801				
Missoula		Y	District XI- HRDC	Jim Morton	617 S. Higgins	Missoula, MT 59802	728-3710			
Missoula	Y	Y	DPHHS	Mary K. Elry, Thorn	301 W. Alder	Missoula, MT 59802	357-3836	IBMW	Y	N
Missoula		Y	DPHHS- Div. DFS	Maria McDonald	610 Woody Street	Missoula, MT 59802	523-4125			
Missoula		Y	DPHHS- JOBS	Jan Paulsen	111 Sanders Room 205	Helena, MT 59604	444-4139			
Missoula		Y	Easter Seals/ Goodwill	Shannon Adden	518 S. Ave. W.	Missoula, MT 59801	761-3680			
Missoula		Y	Hellgate High School	Carolyn Abbott	900 S. Higgins	Missoula, MT 59801	728-2400 x6062			
Missoula	Y	Y	Human Resource Council District XI	Maggie Driscoll	617 S. Higgins	Missoula, MT 59801	728-3710	MAC	Y	Y
Missoula		Y	Job Quest	Shannon Parker	618 S Higgins	Missoula, MT 59802	543-0023			
Missoula	Y	Y	MCPS- Adult Ed.	Sue Webster	901 S. 6th St. W.	Missoula, MT 59801	549-8765	Both	N	Y
Missoula		Y	Mental Health Center- Stepping Stones	Gene Durand, Marlen	501 S. Higgins	Missoula, MT 59801	542-1063			
Missoula			Missoula Area Economic Dev. Corp	Ron Klaphake	127 E. Front	Missoula, MT 59801				
Missoula			Missoula Chamber of Commerce	Michael Jaworsky	P.O. Box 7577	Missoula, MT 59807				
Missoula			Missoula Co. Public Schools	Susan Arthur	215 S. 6th W	Missoula, MT 59801	728-2400			
Missoula		Y	Missoula County	Peggy Seel	Missoula County Courthouse	Missoula, MT 59801	721-5700			
Missoula		Y	Missoula County Health Department	Carole Graham	301 W. Alder	Missoula, MT 59802	523-2300			
Missoula		Y	Missoula Goodwill Industries	Kay Chapman	1020 N. Ave W.	Missoula, MT 59801	549-6969			
Missoula			Missoula Indian Center		2300 Regent St. Suite A	Missoula, MT 59801				
Missoula	Y	Y	Missoula Job Service	Wolf Ametsbichler,	539 S. 3rd St; P.O. Box 50	Missoula, MT 59806	728-7060	IBM	Y	N
Missoula		Y	Missoula Literacy Program	Kristen Madson	301 E. Main	Missoula, MT 59802	543-4135			
Missoula	Y	Y	Missoula Public Library	Bette Ammor	301 E. Main	Missoula, MT 59802	721-2005	IBM	No	Y
Missoula			New Horizons, Missoula YWCA	Paula Hoffman	1130 W. Broadway	Missoula, MT 59802				
Missoula	Y	Y	Opportunity Resources	Greg Ragee	2821 S. Russell	Missoula, MT 59801	721-2930	IBM	N	Y
Missoula		Y	Rural Education Opportunities, Inc	Dan Nottingham	715 Kensington, Ste. 11	Missoula MT 59802	728-0885			
Missoula	Y	Y	U of M College of Technology	Dennis Lerum	909 South Ave W	Missoula, MT 59802	234-7851	IBM	Y	Y
Missoula	Y	Y	U of M Mansfield Library	Karen Hatcher	U of M Campus	Missoula, MT 59812	243-6800	Both	Y	Y
Missoula	Y	Y	University of Montana	Terry Berkhouse, Sharon Alexander		Missoula, MT 59802	243-2815, -29	IBM		Y
Missoula			University of Montana, Continuing Ed.		U of M Campus	Missoula, MT 59812				
Missoula		Y	Voc. Rehab	John Collins	1610 S 3rd St	Missoula, MT 59801	329-5400			
Missoula	Y	Y	WORC Center	Teresa Drakos	2827 Fort Missoula Road	Missoula, MT 59801	728-0820	IBMW	N	N
Missoula		Y	WORD	Judy Smith	127 N. Higgins	Missoula, MT 59801	543-3550	IBM	N	Y
Missoula		Y	WORD	Laura Rose	127 Higgins	Missoula, MT 59801	543-9807	IBM	N	Y
Missoula	Y	Y	YWCA	Paula Hofmann, Magg	1130 W. Broadway	Missoula, MT 59801	543-6691	IBM	N	Y
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR POLSON & LAKE COUNTY

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number		Person who wrote this Plan Signature, Address, Phone number
x Marilyn C. Becker	x Mike Shoquist	x Bonnie Mueller
Marilyn Becker	Mike Shoquist	Bonnie Mueller
Lake County Human Services	Polson Job Service	2335 Emory Road
P.O. Box 847	P.O. Box 970	Ronan, Mt 59864
Polson, MT 59860	Polson, MT 59860	(406) 675-8270
(406) 883-7820	(406) 883-5261	

1. Describe the area being served by your One-Stop Career Center:

Geographic Area:

Lake County. The area is primarily rural with no major metropolitan areas.

Major Employment sector--establishment data

(1)Education/Government (Schools/ County, State, Local)
(2)Tribal Employment
(3)Medical
(4)Services (eating and drinking establishments)

Demographics:

Size of labor force: 9,637
Unemployment Rate: 9.3%
New business firms: 24 (YTD 1995)

Other Factors: Lake county has located within its' boundaries the Flathead reservation for the Confederated Salish and Kootenai Tribes. They provide similar services and resources to their population.

A substantial number of the population is employed seasonally including a large number of migrant workers that came to the area for the cherry crops (600 to 1000 migrant workers). It is anticipated that as the cherry industry recovers from the killing freeze of 1989 there will be an increase in the number of migrant workers seeking employment in the area.

Job Openings: There were 4278 job openings in Lake County in the past twelve months (April 1, 1994 to March 31 ,1995). (Data from the Dept of Labor ESP 70 report.)

2. Indicate the "LOCATION" of your One-Stop Career Center:

One Resource Center/Netlink (1-800 telephone number) will be responsible for providing information and referrals. Netlink plans to provide extensive public relations so that many methods are used to bring the 1 800 number to everyone's attention.

Outreach (Phase 1):

The Netlink 800 number and kiosks will be available for information to clients. Referrals will be made by Netlink to the client for the appropriate agency. Each agency is being personally contacted and asked to complete a resource information sheet. Netlink has also purchased a computer program that will assist in the assessment and referral process.

The Netlink 800 number will be answered by a person, who will then request information from the client. This information will be input into a computer program to assess the appropriate referrals for that clients stated needs. The software system is IRIS (Information Referral Information System). The system includes keyword search, client follow up and adhoc reporting. The 800 number will be initially staffed for four hours per day.

Referral Tracking (Phase 2):

A separate system will be created that would keep track of client demographics, services and referrals. There would be a link between service provider offices- no wrong door. Information on services provided, assessments completed or referrals would be electronically available to the participating service provider's office.
The electronic services directory will be placed on the kiosks and the library information system.

A case profile would be built for each client and with client authorization would become assessable for use and updating by participating agencies.

Resource Center (Phase 3):

The Resource center or clearing house- would have a receptionist and would be staffed with a case manager(s). They would identify barriers and make whatever referrals to "specialists" or the service providers as deemed appropriate by the assessment.
There would be a central physical site. The center would do case management, assessment of barriers and referrals.
Clients will be referred to the service provider.
There will be electronic linking between agencies secured on a need to know only basis for referral and exchange.
METS could be used as a mechanism for this referral and exchange of client information.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to <u>all</u> customers in the service area:

The customer is defined as anyone requesting information or services, this includes anyone in the general populous. The customer will be able to access the system in person, by telephone, by electronics or by mail. The methods for providing information are detailed in the following section.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Information to customers will be provided by a combination of approaches.

Netlink will provide a notice in all local papers, to all television stations, on community bulletin boards, and to all agencies of the 1 800 number and the purpose of this number. The phone number will be distributed on magnets, key chains and other informational items.

Phase 1:
Information can be obtained by telephone from the Netlink 800 phone number as well as any of the participating agencies (no wrong door). Netlink will also provide the option of mailing the information to the client. Clients can also receive the information in person from any of the service agencies. The plan would require the addition of kiosks in the southern and the northern parts of the county.

Phase 2:
Information will be electronically available in each participating agency office. With client release, agencies can access and update the information to assist them in determining eligibility for the services they provide or make referrals to other agencies. (They will know what agencies have already had client contact.) Clients will be required to provide demographic information only once.
Information can be obtained electronically by expanding the kiosks to include the local resource information.

Phase 3:
Information will be additionally available at a physical resource center. The resource center will be valuable to those who are not sure what is available or what services might be beneficial for them. The centers personal assessment will assist the client in determining the services they wish to pursue.

B. Explain how your One-Stop Career Center will provide choices for customers on types of

services available.

Phase I
The Lake County Council on Aging has a service directory available. The client will have access to the information regarding each of the services available. This directory has all the resources listed for programs for people with disabilities. These include education, health, housing, legal, nutrition, rehabilitation, training, education, and support programs.
The directory also has a section for families that lists resources for education, employment, health, housing, legal, nutrition, rehabilitation, and support programs.
There is a similar section for the seniors, which includes: education, employment, health, housing, legal, nutrition and support programs. It also lists transportation services, community organizations and county offices.
Netlink will update and add other categories as needed.

Phase II
All participating service providers will have an electronic directory, which they can access to provide the choices available for that client.

Phase III
The resource center will assist the client in accessing their needs and will provide them with the choices available to that client, from the electronic resources directory.

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

The electronic linking of the service provider offices will allow the sharing of client demographic information, referrals made, and needs assessment. The information will include services provided, assessments, and training information.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

Department of Labor and Industry
- Wagner Peyser Act
- Job Training Partnership Act
- Unemployment Insurance
- Labor Market information
- Veterans Employment and Training Services

Department of Public Health and Human Services
- Job Opportunities and Basic Skills
- Food Stamp Job Search

Vocational Rehabilitation
Family and Community Support
Family Health Programs
Family, Maternal and Child Health
Preventive Health Services
Mental Health Services
Alcohol and Drug Abuse Services

Salish Kootenai College
Adult Education
Career Services

Confederated Salish and Kootenai Tribes
NETLINK
Kicking Horse Job Corp
Tribal Court System
Tribal JTPA
Tribal JOBS
Tribal Health and Human Services

Local Services
Rural Community Economic Development
Polson Chamber of Commerce
Lake County Community Development Corporation
Summit Independent Living
Youth Court Services
Opportunity Resources
Food Banks of Lake County
Family Crisis Center
Northwest Montana Human Resources Development Council
Lake County Libraries
Lake County Schools

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

These groups include: NETLINK, CENTS- Coordinated Employment Network Training System, the JOBS/ Lake County Task Force, TAC- Transportation Advisory Council, JSEC- Job Service Employers Committee, School to Work committee, Lake County Planning and Action Committee (PAC), Lake County Community Development Committee, Netlink for a Healthy Salish Kootnai Nation and others.

A local group, The One Stop Career Center Planners, will be created to coordinate the One Stop Career Center efforts.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

We will use surveys to clients and providers. Netlink will also have a review process, which will give the number of referrals they receive, what agencies they referred to, and what clients they were not able to determine an appropriate referral.
Have each of the kiosks measure usage for that machine by categories.

B. Describe how you will use the information from your measurements.

We will assess whether client needs are being met and what changes will need to be made to better serve the client. For example where are the kiosks being used most? Would a different location be more appropriate? Can clients receive the necessary information without contacting more than one agency?

The One Stop Career Center Planners will coordinate the planning efforts.
Assessment will be on going and changes made based on current data.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

Phase 1:
Netlink will be operational by January 1996.
The number of kiosks will be expanded within a year.

Phase 2
The inter-agency Referral and Tracking system would be operational within 2 to 3 years, by 1999. The electronic service directory will also be added to existing kiosks.

Phase 3:
The Resource Center with case management assessment and referral would be operational within five years, by 2001.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

The biggest concern was with confidentiality; the sharing of personal client information between the many service providers. This also includes the security of electronic information access. State and Federal regulations regarding confidentiality, especially ADA, are currently restrictive.

The next concern was with funding; the cost of equipment, the cost of training and the cost of hookups, especially for smaller agencies and nonprofit resources. How will the division and

distribution of funds to counties residing on a reservation be handled.

There will need to be an increase in communication and cooperation with tribal entities. Some tribal agreements may be required.

There needs to be a great deal of emphasis on public relations to increase public awareness of the one stop career center.

Possible location of the resource center.

Update and maintenance of the resource directory information.

POLSON

1. Outreach: NETLINK project of the Information Referral Information System (IRIS). 800 number staffed at least 4 hours per day. Should begin in October of 1995. Electronic services directory will be placed on JS Kiosks and library info system.
2. Referral: Create a separate system to track clients, services and referrals.
3. Resource Center: or clearing house staffed by case managers. They would identify barriers, assessments and make referrals to 'specialists'.

Cost	Startup	Maintain	Future
Phase 1- Netlink and Kiosks by January 1996.			
Develop Directory for Kiosk	$1,000	$110	
Develop Directory for Library System	$600	$120	
Phase 2- Interagency Referral and tracking system within 2 to 3 years.			
Two new Kiosks		$200	$30,000
Referral Information System		$300	$10,000
Phase 3- Resource Center within 5 years.			
Career Center (Includes rent, 2 staff, linkage and phones).			$28,800
Totals	$1,600	$730	$68,800

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Polson			City of Polson, Mayor	John Gluckert	PO Box 238	Polson, MT 59860				
Polson			Confederated Salish & Kootenai Tribes	Kathy Teegarden	PO Box 278	Pablo, MT 59855	675-2700			
Polson			County Commissioner	David Stipe	Lake County Courthouse	Polson, MT 59860				
Polson		Y	Dept of Commerce	Jerry Tavegia	1424 9th Ave	Helena, MT 59620	444-4378			
Polson			Dept of Public Health & Human Services		802 Main St	Polson, MT 59860				
Polson			Kicking Horse Job Corp	Lettie Newman	2000 Mollman Pass Tr.	Ronan, MT 59864				
Polson			Lake County Community Dev. Corp	Billie Lee/Jan Niemeyer	PO Box 128	Ronan, MT 59864	676-5901			
Polson			Lake County Health Department		802 Main St.	Polson, MT 59860				
Polson		Y	Lake County Human Services	Marilyn Becker	PO Box 847	Polson, MT 59860	883-7820			
Polson		Y	Lake County Options Unlimited	Anita Hansen	PO Box 1688	Polson, MT 59860	888-6717			
Polson	Y		Mission Mountain Enterprises	Greydon Moll	330 Main St. SW	Ronan, MT 59864	676-2563	IBM	N	N
Polson			Netlink Project	Penny Kip	PO Box 427	St. Ignatus, MT 59865	745-4363			
Polson		Y	NW Montana Human Resources Council	Tammie Ebensteiner	104 1st St E #2	Polson, MT 59860	883-3470			
Polson			Opportunities, Inc	Carolyn Nyquist	410 1st St E. #12	Polson, MT 59860				
Polson			Polson Chamber of Commerce		PO Box 677	Polson, MT 59860				
Polson			Polson City Library		PO Box 810	Polson, MT 59860				
Polson			Polson Community Development Agency		PO Box 766	Polson, MT 59860				
Polson	Y	Y	Polson Job Service	Mike Shoquist	PO Box 970	Polson, MT 59860	883-5261	IBM	Y	Y
Polson			Polson Public Schools- Adult Ed Center		111 4th Ave E	Polson, MT 59860				
Polson			Salish Kootenai College	Ester Iron Shell	Box 117	Pablo, MT 59855				
Polson		Y	Salish Kootenai College	Lois or Gerald Slater	PO Box 117	Pablo, MT 59855	675-4800			
Polson			Salish Kootenai College	Robert VanGunten	PO Box 418	Pablo, MT 59855				
Polson			School District #23	Jacob Block	111 4th Ave E.	Polson, MT 59860				
Polson			School District #28	John Matt	PO Box 400	St. Ignatius, MT 59865				
Polson			School District #30	Bob Voth	Drawer R	Ronan, MT 59864				
Polson			Summit Independent Living	Patrick Gowen	318 Main St. SW	Ronan, MT 59864				
Polson		Y	Tribal Education Department	Edie Morigeau			675-2700			
Polson		Y	Tribal JOBS Program	Lorena Lawson	PO Box 278	Pablo, MT 59855				
Polson			Tribal Social Services	Arlene Templer	26 Round Butte Rd	Ronan, MT 59864				
Polson			Vocational Rehabilitation	Robin Moll	PO Box 2357	Kalispell, MT 59903-2357				
Polson			Youth Court Services	Barb Monaco	Lake County Courthouse	Polson, MT 59860				
Please send any changes or additions to:										
Polson			One Stop Career Center Facilitator	Bonnie Mueller	2335 Emory Road	Ronan, MT 59864	675-8270			
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR SIDNEY, MT
Sidney "One Stoppers"
211 North Central Ave.
Sidney, MT 59270-4121

Signatures of Contact People:

Representative of One-Stop Career Center
Signature, Address, Phone number

x Edwin D. Willey
Sidney Job Service Center
211 North Central
Sidney, MT 59270-4121 (406)482-1204

Person who wrote this Plan
Signature, Address, Phone number

x Edwin D. Willey

1. Describe the area being served by your One-Stop Career Center:

Geographic Area:

Add: Fax

Major Employment sector--establishment data

Agriculture:	473
Wholesale/Retail Trade:	118
Manufacturing/Construction:	57
Services:	111
Transportation/Utilities:	33
Government/Education:	41

(figures above are from the 1990 census)

"Phone" means 1-800 number

Demographics:

Size of labor force:	5367 (7/95)
Unemployment Rate:	4.7% (7/95)
New business firms:	_____
Other Factors:	_____
Job Openings:	_____

2. Indicate the "LOCATION" of your One-Stop Career Center:

___ One building with multiple staffs or information sources providing information and referrals.

___ One building with one person or information source responsible for providing information and referrals.

_XX_Multiple locations, one person or information source in each location, providing information and referrals.

___ Multiple locations with every staff member providing information and referrals.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

It is proposed that the any entity wishing to participate in the formation and maintenance of a Sidney One Stop process would have access to a shared data base of information on services provided by member "entities", available in the community. This data base could be accessed by all members of the network. As a member of the network, a user could also access a shared client demographic data base which would be governed by the Privacy Act. To ensure that all customers would have access to "agency" information, media advertising of the services provided through the One-Stop-Shop would be accomplished along with on premises advertising.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Each member of the network would be able to provide the customer access to information desired in several formats. One computer terminal per member location would have space dedicated to all network users for a data bank of service provider services and general eligibility requirements. The Job Service Center will also have available an "ALEX" Automated Labor Exchange computer and an out stationed Kiosk that could have network services and information available. The Kiosk would have 24-hour customer access. There would be several agencies that would make up this network which would provide a broad range of information on services available in the Sidney area. In each network members place of business would be a resource library, as space permits, of area service providers and information on general eligibility requirements where applicable and also time for appointments, etc. Network members could also provide telephone access to customers wishing to make appointments or acquire further information from area service providers.

As new technology became available, the Sidney One-Stop-Shop Network could update its ability to provide information to its customers.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

The network would provide the membership a data base that would be ever expanding and updating so that with customer permission, that date could be used by any and or all participating agencies. This would prevent customers having to provide eligibility documentation, etc. for more than one service provider. This also would provide a "service tracking" system for agencies to use to monitor services provided to prevent duplication of efforts. With a wide variety of agencies participating, there would be a great variety of information available. Through the various network members there would be Labor Market

information, employment openings, career information, employment and training programs, hiring requirements, resume help, interviewing help, proficiency testing, aptitude testing, needs assessments, financial assistance & counseling, life skills training, family assistance, career and personal counseling, various information needed by employers from State Agencies, and the like. Having this network data base would allow basic application services and referral to be provided to any customer. Customer to be defined as one of the following: EXTERNAL -- 1)the participant or client of an agency; 2)the employer community. INTERNAL -- network members (agencies).

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

With the network members having the ability to access a common data base of information, the "No Wrong Door" approach would be in effect. Each member to the One-Stop-Shop network would have generic information about services and programs administered through that agency, input into the common data base. This information along with the common "client/participant" data base would allow all users the ability to provide a large variety of information to customers seeking information.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

At start up of the Sidney area One-Stop-Shop there will be programs from the Department of Public Health and Human Services, Action for Eastern Montana/JOBS, and the US Department of Labor and Industry/Job Service. As other entities become interested, the participating programs will be expanded to provide the best "all around" customer service possible.

DPHHS: Low Income Family assistance, Food Stamps, LIEAP, Welfare payments, job assistance, evaluations, assessments, and referrals to other agencies.

AEM/JOBS: Educational assistance, Employability Planning, Job Search, Job readiness, Career Development, Alternative Work Experience, Supportive Services, and referrals to other agencies.

DOLI/JOB SERVICE: Wagner-Peyser, Labor Market Information, Proficiency testing, NAFTA, TAA/TRA, EDWAA, JTPA, Veteran assistance, Worker Profiling, Resume assistance, Job search assistance, and referrals to other agencies.

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

There is an ongoing partnership between the aforementioned agencies already in place. Representatives from these agencies make up part of the Sidney Community Advisory Council for the JOBS program. Also, the JOBS program is included in Employment and Training

meetings and planning through the Job Service. If future need deems is necessary, a Sidney "One Stoppers" Council or other group would be formed to encourage participation from other entities within the community.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

Customer satisfaction surveys would be taken on a "as needed" basis. "As needed" would be defined by the "One Stoppers" group. These surveys could be either written and/or verbal. Also through signing and other advertising, comments and complaints would be actively sought.

B. Describe how you will use the information from your measurements.

On a regular basis in meetings of the "One Stoppers" group, all surveys, customer comments, and customer complaints will be evaluated and corrective action planned if needed.
Corrective action would be instituted immediately if cost effective. If additional costs would be incurred, other funding will be sought.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

To some degree, through regular contact and some minor computer linking, there is already some information sharing. Some additional linking would need to happen. Due to the dismal outlook for funding of Federal Employment and Training programs and Social Service Programs, it is very difficult at this point to know for certain which agencies would be available for linking into a Sidney One-Stop-Shop Network. So all plans are and will be very tentative at this point. There has been no contact with BDM for technical assistance at this point and probably will not be until such times as we hear something positive from Washington DC on the funding of these endeavors.

The initial link up would take approximately ~~3-6 months~~ 1 yr. upon receipt of funding. At that point there would be a Local Access Network set up with access points being the participating agencies. This network would be able to expand as other participants came on board.
Again, without some firm information on funding, these plans for expansion are very tentative.

At this point, we feel that we cannot accomplish specific planning without knowing what funding and helps that would or could be available.

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

Federal regulations, state policies, lack of equipment, need for training, waivers, laws, and various state agencies policies.

SIDNEY

Multiple locations with electronic linking: Kiosk, PC Alex, all offices.

Customer access for information, self intake and appointments.

Three to six months (depending on funding):

Local access network set up for participating agency.

Service provider access for services, client information, referrals and appointments.

	Cost	Startup	Maintain	Future
Develop Directory for Kiosk		$1,000	$110	
Kiosk in Fairview		$15,000	$100	
Referral Information System		$10,000	$300	
800 number service		$100	$2,400	
Voice Response Unit		$3,500	$350	
Totals		$29,600	$3,260	$0

One Stop Career Center Planning

Sidney, Montana

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Sidney			Action for Eastern Montana		111 W. Bell	Glendive, MT 59330				
Sidney			Adult Basic Education Program	Mary Pfau	709 Ninth Ave SW	Sidney, MT 59270				
Sidney			AFL-CIO Project Challenge	Mari Wolff	PO Box 284	Miles City, MT 59301	232-9741			
Sidney			City of Sidney, Mayor	Harold Mercer	115 Second St. SE	Sidney, MT 59270				
Sidney		Y	DPHHS- Vocational Rehabilitation	Kathleen Beachot	708 Palmer	Miles City, MT 59301	232-0583			
Sidney			Greater Richland Co. Economic Dev. Corp		123 W. Main	Sidney, MT 59270				
Sidney			Mental Health Center		221 Fifth St. SW	Sidney, MT 59270				
Sidney			Richland Co- Dept. of Family Services		221 Fifth St. SW	Sidney, MT 59270				
Sidney			Richland County Commissioner	Warren Johnson	Richland County Courthouse	Sidney, MT 59270				
Sidney			Richland County Health Department		211 Fifth St. SW	Sidney, MT 59270				
Sidney		Y	Richland County Human Services	Kym Braaten	221 Fifth St. SW	Sidney, MT 59270	282-2282			
Sidney		Y	Richland County JOBS Operator	Zadena Kirgland	221 5th St. SW	Sidney, MT 59270	482-3505			
Sidney		Y	Richland Development	Kim McNutt Roberts	121 3rd Ave NW	Sidney, MT 59270	282-4679			
Sidney	Y		Sidney Chamber of Commerce	Sharon Rau	909 S. Central Ave.	Sidney, MT 59270		IBM	N	N
Sidney	Y	Y	Sidney Job Service	Ed Willey	211 N. Central	Sidney, MT 59270	482-1204	IBM	Y	Y
Sidney			Sidney Literacy Program		121 Third Ave NW	Sidney, MT 59270				
Sidney			Sidney Public Library		121 Third Ave NW	Sidney, MT 59270				
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		

ONE-STOP CAREER CENTER PLAN FOR WOLF POINT

Signatures of Contact People:

Representative of One-Stop Career Center Signature, Address, Phone number	Person who wrote this Plan Signature, Address, Phone number
x Mona Amundson	x Mona Amundson
Mona Amundson Wolf Point Job Service 217 3rd Ave S. Wolf Point, MT 59201 (406) 653-1720	Mona Amundson

1. Describe the area being served by your One-Stop Career Center:

Geographic Area: Counties of Roosevelt, Sheridan and Daniels (and the East half of Valley).

Major Employment sector--establishment data

(1) Education/Government
- Schools & Tribal College
- Federal, State, County, Local

(2) Medical

(3) Tribal Employment

(4) Retail trade

Demographics:

Size of labor force:	7,802
Unemployment Rate:	
Roosevelt County	10.9%
Sheridan County	2.9%
Daniels County	2.5%
New business firms:	13
Other Factors:	The Fort Peck Indian Reservation is located within the boundaries of Roosevelt and the East half of Valley counties. The tribes provide many of the same services to enrolled tribal members.
Job Openings:	2,741 (July 1, 1994 to June 30, 1995) (Data taken from the Department of Labor ESP 70 report)

2. Indicate the "LOCATION" of your One-Stop Career Center:

Multiple locations with electronic linking and every staff member providing information and referrals.

SECTION 1- UNIVERSALITY

1. Describe how information on services available through the One-Stop Career Center will be available to all customers in the service area:

Information will be available to anyone requesting information or services. There will be a variety of ways to get information on services available. The methods for providing information are detailed in the following section.

SECTION 2- CUSTOMER CHOICE

A. Explain how your One-Stop Career Center will provide choices for customers on ways to receive information.

Information to customers will be provided by the following methods.

1. 1-800 number for the area
   A 1-800 number will be established that will give basic information regarding services available in the area and how to access the service.

2. Brochures and Posters
   Brochures and posters will be developed that advertises the 1-800 number and gives limited information about the services available.

3. Public Relations
   Information about services available in the area will be advertised through radio public service announcements, public television exposure and newspaper articles.

4. Personal Contact
   Information regarding all services available in the area will be provided by all service providers that are contacted directly by customers. An updated service directory will be developed for all providers to use and refer to.

5 Electronics

Information will be electronically available to customers and service providers through Kiosks or PC's in each participating service provider office. Customers will be able to use these Kiosks or PC's to receive information on services available and/or to self register for services by providing demographic information only once. With client releases, agencies can access the client demographic information (agencies will have access to only the information they need through limited default screens) to assist them in determining eligibility for the services they provide or make referrals to other agencies.

B. Explain how your One-Stop Career Center will provide choices for customers on types of services available.

Customers will receive information on the various services available through the 1-800 number, brochures, posters, public service announcements, public television, newspapers ads, agency referrals and through the Kiosks/PC's.

Information on careers, labor markets, education and training programs, testing and assessments, employment openings and the hiring requirements, referrals, assistance with job search, initial eligibility information, common intake or applications information, social services information will be provide

C. How will your One-Stop Career Center allow a single point of entry into any of the programs the customer chooses?

1. Through a 1-800 number and brochures customers receive information on a full range of services.
2. Knowledgeable staff at each provider office (with access to electronic information) provides personal contact and referrals to other service provider.
3. The electronic linking of the service providers will allow the sharing of customer demographic information and limited access to screens that they need to provide their service.

SECTION 3- INTEGRATION OF SERVICES

I. List the participating programs and the operating agency(ies) for each.

Wolf Point Job Service
- Job Placement
- Referrals
- Job Development
- Career Counseling
- Testing/Assessment/Evaluations- Computer training, Job Seeking Skills
- Labor Market Information
- Unemployment Insurance
- Eligibility Verification
- Bonding
- Certification- Aliens, disabilities
- Resume Development
- Job Listing, PC Alex, nation wide
- Employer Relations and job development, ADA Info
- On the Job Training, work experience, internships
- Extended employment
- Retraining
- Employee/Employer assistance on employment and labor law

Economic Development
- Housing Rehabilitation
- Small Business Loans, Technical assistance, workshops
- Small business development
- Tax assistance
- Resource Library

Voc Rehab
- Individual client plans
- Counseling/guidance Services
- Financial Aid for retraining costs
- Case management
- On the job training
- Supportive employment/Job Coach

Public Welfare
- Health & Medical assistance
- Food Stamps
- Energy assistance
- Relocation assistance
- Financial assistance (AFDC)

JOBS
- Supportive Services- transportation, child care, living needs

Community College
- 2 year degrees/ Certification- Post Secondary
- Adult basic education; GED; Literacy
- Financial Education Assistance; PELL, Loans, Grants, Work study, Scholarships
- College Prep Courses, summer ABE courses

School to work assistance for secondary education students
Dropout prevention

Wolf Point and Poplar Schools
- Career Planning Software (such as Discover)
- Computer Information Center
- School to Work program

TERO: (Tribal Employment Rights Office)
- Employment information
- Tribal employment law enforcement
- Relocation Assistance
- EEOC Complaint Intake
- Office of Federal Compliance Programs
- Liaison - Private/Public sector
- Contractor Certification - Indian Preference

Action For Eastern Montana
- Section 8 housing
- Displaced Homemaker assistance
- Youth Employment Services

BIA
- General Assistance
- Land Requisition
- Law Enforcement
- Social Services
- Oil & Gas development

Others:
- Mental health services
- Homeless shelter
- Substance abuse treatment
- Daycare service

II. Describe the community partnerships established for your One-Stop Career Center. Include methods for maintaining coordination among the participating agencies.

Interagency agreements will be developed and maintained for participating service providers. An Interagency group that meets regularly will be created. Training and information will be provided at these meetings.

SECTION 4- PERFORMANCE BASE OR OUTCOME BASE

A. How will your One-Stop Career Center measure customer satisfaction?

Surveys of customers and service providers will be used to measure customer satisfaction. The

Kiosks & PC's will track usage and follow through of customers. Services provided and employment placement will be tracked. Interviews with customers, employees, employers and service providers will be used to improve the system.

B. Describe how you will use the information from your measurements.

Use the input from the customers, employers & service providers to adjust services and information that is needed. Evaluate programs services continually to improve.

SECTION 5- ADMINISTRATIVE SECTION

1. Develop a time line or work plan to establish your One-Stop Career Center. If your plan includes electronic linking, attach that information.

Up to 1 year:

- Build interagency Partnership
  - Meet regularly as needed to begin plan of action for group
  - Clarify what we want in electronic client information
  - Install 1-800 number for access
  - Develop brochures and posters

After 1 year:

- Public Service Announcements, Public Relations, Training
- Address equipment needs
- Completed electronic system
  - Kiosks
  - PC's in service provider's offices

2. Identify any obstacles which stand in the way for establishing your One-Stop Career Center.

Literacy levels may be too low for some to access the electronic information. This along with the fear of technology may halt to use of the Kiosks and PCs.

State and Federal regulations concerning confidentiality laws and eligibility documentation (each provider having original copies) will need to be addressed.

Funding is the greatest concern. The cost of equipment, hookups, and training may be too restrictive for some agencies to participate.

WOLF POINT

1-800 information number for the area.

Service directory available on kiosks and personal computers.

First year:

Clarify electronic information.

After First Year:

Complete electronic system and Kiosks.

Computer linking in the service provider's offices.

Electronic linking: information, client self registration, client demographics.

	Cost	Startup	Maintain	Future
Up to 1 year:				
800 number service		$100	$2,400	
After 1 year:				
Develop Directory for Kiosk		$1,000	$110	
Referral Information System		$10,000	$300	
Voice Response Unit		$3,500	$350	
New Kiosk for Plentywood		$15,000	$100	
Totals		$29,600	$3,260	$0

Community	Link	Attend	Name/Invitee	Contact	Address	City, ST Zip	Phone	Hdw	MF	Mdm
Wolf Point			Action for Eastern Montana		111 W. Bell	Glendive, MT 59330				
Wolf Point			Adult Basic Education	Anita Scheetz	F.P. Comm College Box 398	Poplar, MT 59255				
Wolf Point			AFL-CIO Project Challenge	Mari Wolff	PO Box 284	Miles City, MT 59301	232-9741			
Wolf Point			Assiniboine & Sioux Tribes	Fort Peck Council	Box 1027	Poplar, MT 59255	768-5155			
Wolf Point	Y	Y	Assiniboine Sioux Voc Rehab	Rusty Cantrell	PO Box 1027	Poplar, MT 59255	768-5155	IBM	N	N
Wolf Point			Council of Commissioners	Aron King	PO Box 771	Wolf Point, MT 59201				
Wolf Point			Council of Commissioners	Wayne Stahl	PO Box 6	Saco, MT 59261				
Wolf Point			Education Director	Donna Buckles-Whitme	Box 1027	Poplar, MT 59255				
Wolf Point		Y	EOC	Vicki Hough	PO Box 535	Wolf Point, MT 59201	653-3879			
Wolf Point		Y	Fort Peck Community College	Warren W. Means	PO Box 398	Poplar, MT 59255				
Wolf Point		Y	Fort Peck Tribes- JTPA	Rodney Miller	PO Box 1027	Poplar, MT 59255	768-5155			
Wolf Point		Y	Fort Peck Tribes- TERO	Curley Youpee	Box 1027	Poplar, MT 59255	768-5155 x343			
Wolf Point		Y	FPCC- ABE	Angela Kirn	248 Eureka Apt 14	Wolf Point, MT 59201	653-3065			
Wolf Point			Green Thumb	Robert Maki	320 W. Broadway	Lewistown, MT 59457				
Wolf Point	Y	Y	JOBS Operator	Karin L. Johnson	Roosevelt County Court House	Wolf Point, MT 59201	653-1590 X62	IBM	Y	Y
Wolf Point			Mental Health Center		416 2nd Ave South	Wolf Point, MT 59201				
Wolf Point		Y	MSU Northern	Marty Foxman	Box 7751	Havre, MT 59501	265-4141			
Wolf Point		Y	MVDC	Linda Twitchell	233 Cascade St	Wolf Point, MT 59201	653-1845			
Wolf Point	Y	Y	Poplar High School- CEEC	Hal Haefer, Gary Ander	Box 458	Poplar, MT 59255		IBM	N	N
Wolf Point			Private Industry Council	Robert Balt	First State Bank,PO Box 1714	Malta, MT 59530				
Wolf Point			Roosevelt County Dept Family Services		324 Main St	Wolf Point, MT 59201				
Wolf Point		Y	Roosevelt County DPW	J.T. Brownlee	Courthouse	Wolf Point, MT 59201	653-1590 X41			
Wolf Point			Roosevelt County Health Department		400 2nd Ave South	Wolf Point, MT 59201				
Wolf Point			Roosevelt County Library		220 2nd Ave South	Wolf Point, MT 59201				
Wolf Point		Y	Vocational Rehabilitation	Larry Harlan	1818 10th Ave S, Suite 5	Great Falls, MT 59201	727-7740			
Wolf Point	Y	Y	Vocational Rehabilitation	Ray Bergh	123 3rd Ave Suite D	Havre, MT 59501	265-6933	IBM	N	N
Wolf Point			Wolf Point Chamber of Commerce		PO Box 237	Wolf Point, MT 59201				
Wolf Point	Y		Wolf Point High School	DuWayne Wilson	213 6th Ave S.	Wolf Point, MT 59201	653-1200	IBM	N	Y
Wolf Point	Y	Y	Wolf Point Job Service	Mona Amundson	217 3rd Ave So	Wolf Point, MT 59201	653-1720	IBM	Y	Y
Wolf Point			Wolf Point Mayor	Richard Isle	201 4th Ave S	Wolf Point, MT 59201				
Wolf Point		Y	Wolf Point Schools	Lisa Horsmon	220 4th Ave So	Wolf Point, MT 59201	653-2361			
Please send any changes or additions to:										
			BDM Technologies, Inc.	Chuck Conley	3075 N. Montana Ave S101	Helena, MT 59601	443-8432	Fax 449-3981		